

City of Durham Police Satisfaction Survey

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Findings Report

Submitted to the City of Durham by:

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August 2016





Contents

Executive Summary	i
Section 1: Charts and Graphs	1
Section 2: Importance-Satisfaction Analysis.....	19
Section 3: Tabular Data.....	26
Section 4: Survey Instrument	59
Appendix A: GIS Maps	
Appendix B: Cross Tabular Data: Gender & Years Lived in the City	
Appendix C: Cross Tabular Data: Race & Ethnicity & Age	
Appendix D: Open Ended Comments	

Durham Police Satisfaction Survey

Executive Summary

Overview and Methodology

Overview. During June of 2016, ETC Institute administered a survey to residents living in Durham, North Carolina regarding the Durham Police Department. The purpose of the survey was to gather input and feedback about the Durham Police Department to help guide them as they establish important goals and priorities for the department. This is a unique opportunity to provide feedback that will play a significant role in the future of the Durham Police Department.

Methodology. A five-page survey was mailed to a random sample of households in the City of Durham. The mailed survey included a postage paid return envelope and a cover letter. The cover letter explained the purpose of the survey and encouraged residents to return their surveys in the mail. Approximately 10 days after the surveys were mailed, residents who received the survey were contacted by phone. Those who indicated that they had not returned the survey by mail were given the option of completing it by phone.

The goal was to receive at least 500 completed surveys. This goal was accomplished, with a total of 528 households completing a survey. The results for the random sample of 528 households have a 95% level of confidence with a precision of at least +/- 4.3%.

The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report. Since the number of “don’t know” responses often reflects the utilization and awareness of police services, the percentage of “don’t know” responses has been provided in the tabular data section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

This report contains the following:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results for the survey
- importance satisfaction analysis
- tabular data showing the overall results for all questions on the survey
- a copy of the cover letter and survey instrument
- A separate appendix was created which includes GIS maps showing the results of selected questions as maps of the community

Major Findings

Satisfaction with Overall Police Services

- Eighty-five percent (85%) of residents *who had an opinion* indicated they are either “very satisfied” (28%) or “satisfied” (57%) with the overall appearance and quality of police vehicles and equipment; of residents *who had an opinion*, 28% are “very satisfied” and 45% are “satisfied” with the attitude and behavior of officers towards citizens in their neighborhood.
- Parking enforcement services (38%) and efforts to prevent crime (40%) had the lowest number of “very satisfied” and “satisfied” responses of those *who had an opinion*.
- The three areas residents believed should receive the most emphasis over the next two years were: efforts to prevent crime (60%), visibility of police in neighborhoods (49%), and how quickly police respond to emergencies (32%).

Level of Agreement with Various Statements

- Sixty-nine percent (69%) of residents *who had an opinion* indicated they either “strongly agree” (18%) or “agree” (51%) with the statement “The Durham Police Department is trying hard to maintain good relations with community”.
- Fifty-nine percent (59%) of residents *who had an opinion* indicated they either “strongly agree” (13%) or “agree” (46%) with the statement “Durham Police Department personnel do a good job enforcing the law”.
- Forty-six percent (46%) of residents *who had an opinion* indicated they either “strongly agree” (13%) or “agree” (33%) with the statement “Durham Police Department utilizes good judgement in the use of force”.
- The three issues residents believed should receive the most emphasis over the next two years were: “I’m confident in Durham Police Department’s ability to minimize violent crime” (41%), “Durham Police Department personnel treat residents of different races/ethnicities equally” (33%), and “Durham Police Department is trying hard to maintain good relations with the community” (24%).

Satisfaction with the Durham Police Department Employees

- One-third (33%) of residents contacted employees of the Durham Police Department to seek services, ask a question, or file a complaint during the past year.
- Eighty-one percent (81%) of residents *who had an opinion* were either “very satisfied” (43%) or “satisfied” (38%) with how easy Durham Police Department employees were to contact. The courteousness of employees (79%) and accuracy of information and assistance given (70%) were also top rated in terms of satisfaction.

Racial Issues

- Residents were asked to indicate whether or not they think Durham Police Department Police Officers stop people of certain racial or ethnic groups because they believe these groups are more likely than other groups to commit certain types of crimes. Forty-one percent (41%) of residents indicated “yes”, 26% indicated “no”, and a third (33%) of residents indicated they were “not sure” if Durham Police Department officers stop people of certain racial or ethnic groups because they believe they are more likely to commit certain types of crimes.
- Residents were then asked to indicate the reason for their view: Sixty-nine percent (69%) of residents indicated their view was based on media reports (TV, Newspaper, Internet, Social Media, etc.), 41% indicated it was due to word of mouth, and 25% indicated their view was based on personal experience.
- Residents were asked if there had ever been a specific instance when they felt discriminated against by Durham Police Department Police Officers because of their race or ethnic background. Eighty-six percent (86%) indicated “no”, 10% indicated “yes”, and 4% were “not sure” if they felt discriminated against by Durham Police Department Police Officers because of their race or ethnic background.
- A majority of residents indicated they thought relations between Durham Police Department Police and the minority community will get better (29%) or stay the same (36%) over the next year. Only 8% of residents thought relations would get worse, and 27% were not sure about how relations would change over the next year.
- Residents were then asked to indicate the reason for their view: Forty-one percent (41%) of residents indicated their view was based on media reports (TV, Newspaper, Internet, Social Media, etc.), 18% indicated it was due to personal experience, and 14% indicated the reason for their view was based on word of mouth.
- Seventy percent (70%) of residents think it is important for the makeup of the Durham Police Department to reflect the community in terms of race and ethnicity. Twenty-three percent (23%) of residents indicated they think the Durham Police Department currently reflects the community, and 22% indicated they do not think the Durham Police Department currently reflects the community, while 55% indicated they “don’t know”.

Surveillance Issues

- Residents were asked to indicate their level of support for police officers wearing video cameras which would record events and actions as they occur. Ninety-four percent (94%) of residents indicated they were “strongly in favor” (65%) or “somewhat in favor” (29%), only 2% percent opposed police officers wearing video cameras, and 5% “don’t know”.

- In regards to the City of Durham having 24/7 video surveillance of public places 86% of residents were either “strongly in favor” (62%) or “somewhat in favor” (24%). Only 10% were opposed to the City of Durham having 24/7 video surveillance of public places, and 4% “don’t know”.

Victim of a Crime

- Only 13% of residents indicated they, or someone in their household, were the victim of any crime in the City of Durham during the past 12 months.
- Of those who had been a victim of a crime, 77% indicated it was a property crime, 9% indicated it was a violent crime, 13% indicated it was an “other” type of crime, and 2% did not provide the type of crime.
- Of those who had been a victim of a crime, over three-fourths (76%) of residents reported the crime to the police, 16% indicated they did not report the crime, and 7% did not provide a response.

Other Findings

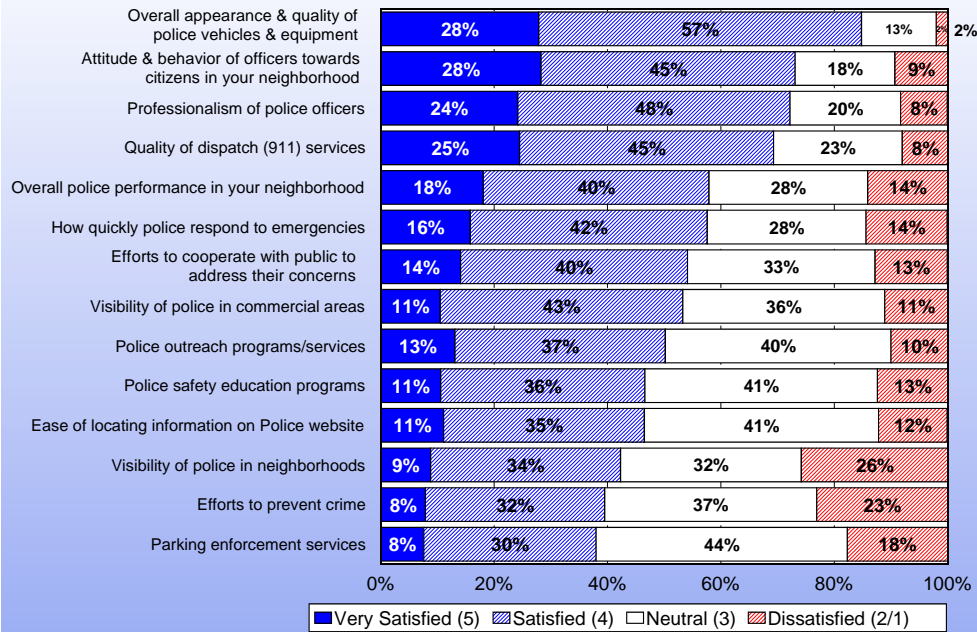
- Sixty-seven percent (67%) of residents indicated they think the City of Durham has become “more safe” (13%) or “stayed the same” (54%) as far as being a safe place to live, work, and raise a family. Twenty-eight percent (28%) of residents indicated they think the City of Durham has become “less safe” and 5% “don’t know” if the City of Durham has become a more or less safe place to live, work, and raise a family.
- Ninety-three percent (93%) of residents indicated they have either “a great deal of respect” (69%) or “some respect” (24%) for Durham Police Department Police Officers.
- Eighty-one percent (81%) of residents indicated they either “strongly trust” (44%) or “somewhat trust” (37%) Durham Police Department Police Officers.
- Eighty-two percent (82%) of residents indicated they are either “very confident” (41%) or “somewhat confident” (41%) in Durham Police Department Police Officers.
- Half (50%) of residents “don’t know” if Durham has enough police officers, 8% indicated “yes” and 41% said “no” Durham does not have enough police officers. Only 13% indicated they are concerned, and 7% “don’t know”. The reason for their view was primarily based on Media Reports (68%), personal experience (41%), and then word of mouth (30%).
- Residents were asked to rate, on a scale of 1 to 10, what they feel are the greatest areas of concern for the City of Durham. The three items that were the greatest areas of concern are: violent crime (assault, rape, robbery), gun violence, and murder.

Section 1

Charts and Graphs

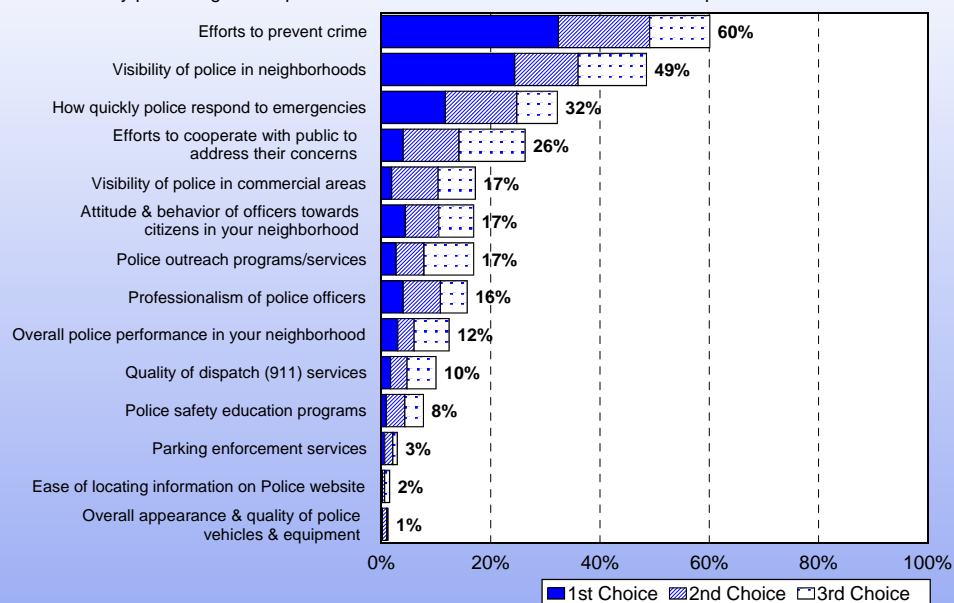
Q1. Satisfaction With Overall Police Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (Excluding "Don't Know")



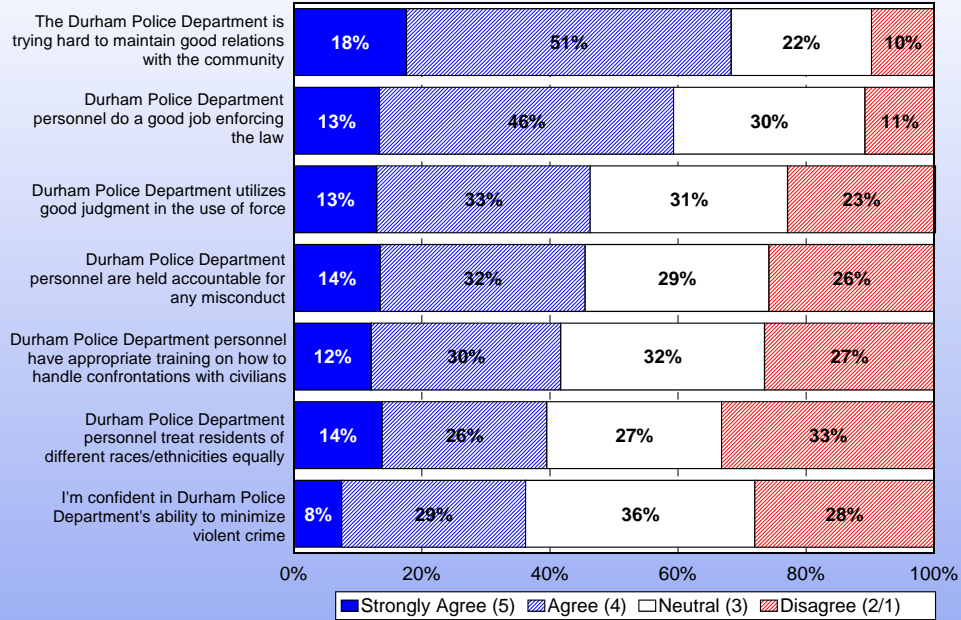
Q2. Which Services You Think Should Receive the Most Emphasis From City Leaders Over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices



Q3. Agreement With The Following Statements

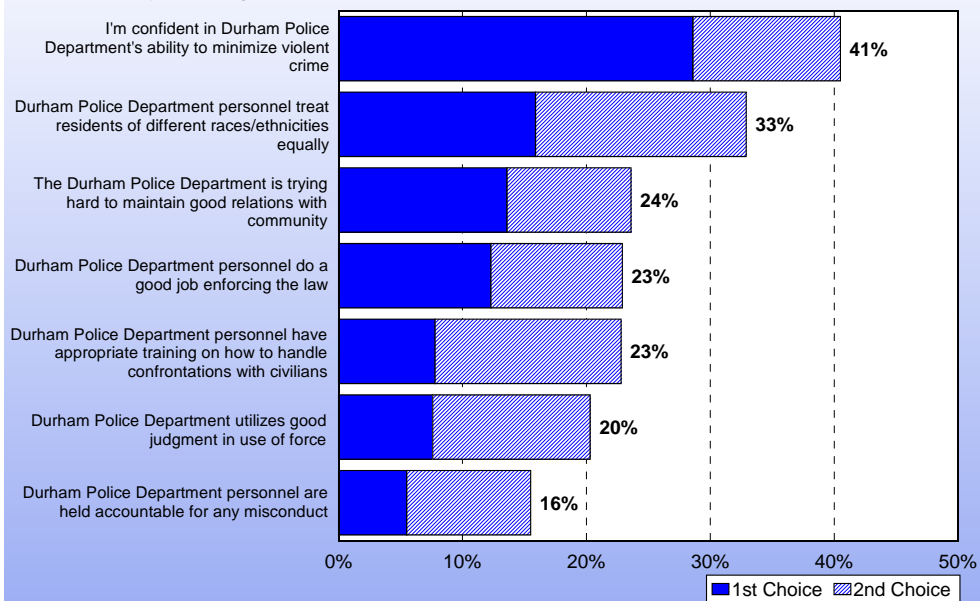
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (Excluding "Don't Know")



Source: ETC Institute (2016)

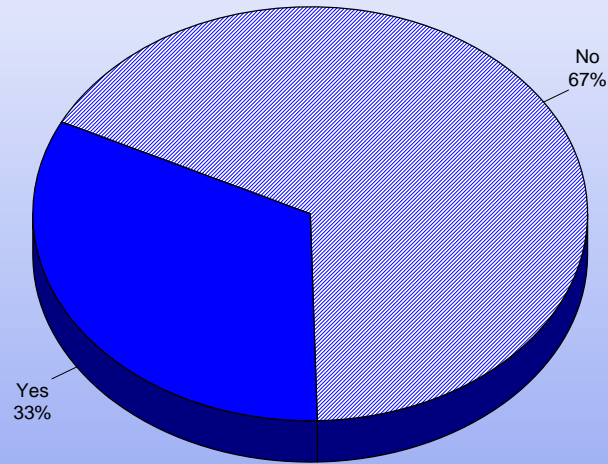
Q4. Which Issues You Think Should Receive the Most Emphasis From City Leaders Over the Next Two Years

by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2016)

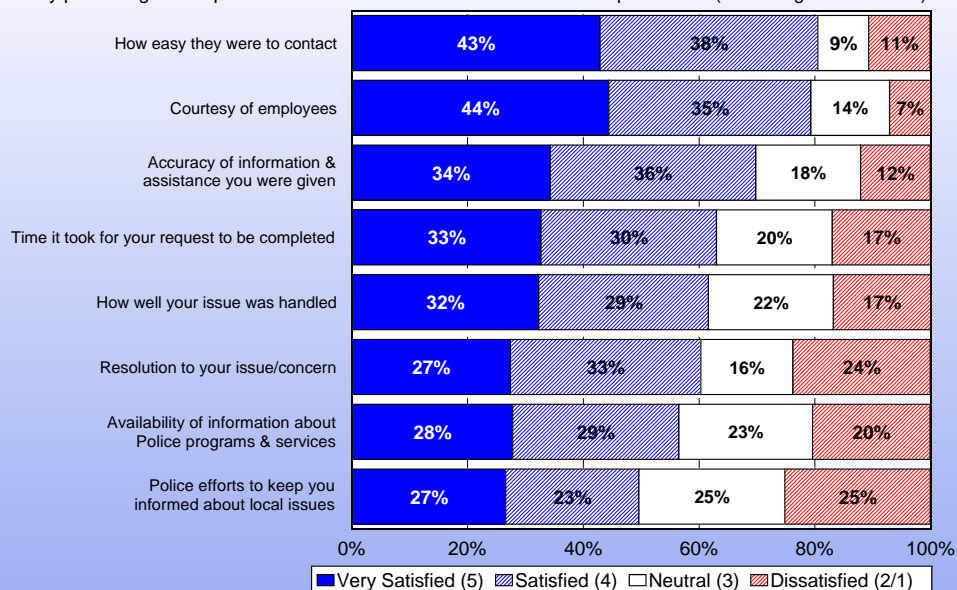
Q5. Have You or Other Members of Your Household Contacted Employees of the Durham Police Department to Seek Services, Ask a Question, or File a Complaint in the Past Year
by percentage of respondents



Source: ETC Institute (2016)

Q5-2. Satisfaction With Durham Police Department Employees You Have Had Contact With

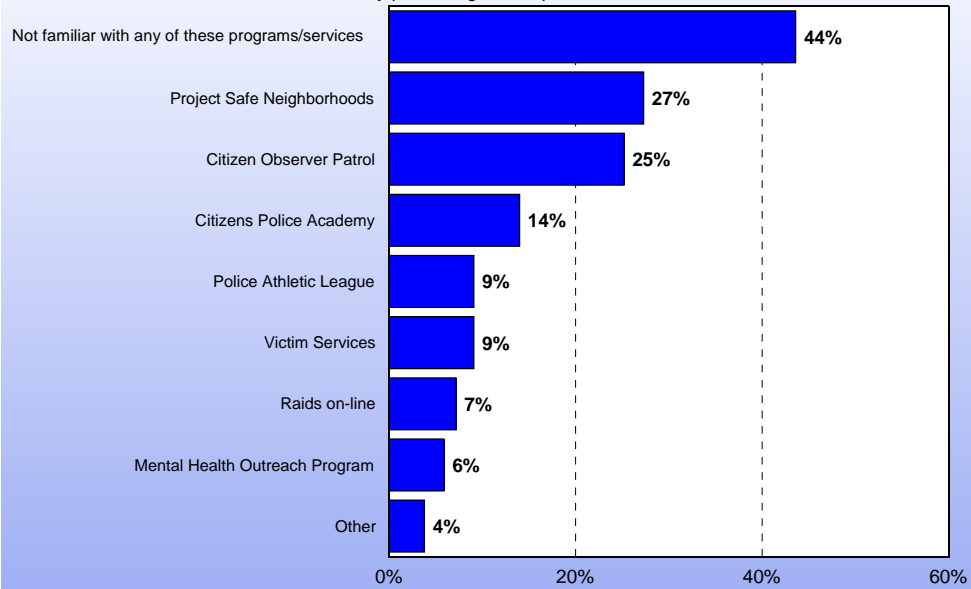
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (Excluding "Don't Know")



Source: ETC Institute (2016)

Q6. Community Outreach Programs/Services You Are Familiar With

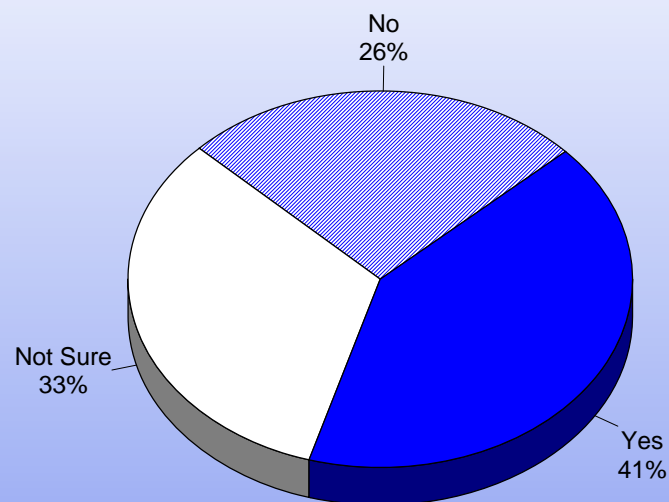
by percentage of respondents



Source: ETC Institute (2016)

Q7. Do You Think Durham Police Department Police Officers Stop People of Certain Racial or Ethnic Groups Because They Believe These Groups Are More Likely Than Other Groups to Commit Certain Types of Crimes

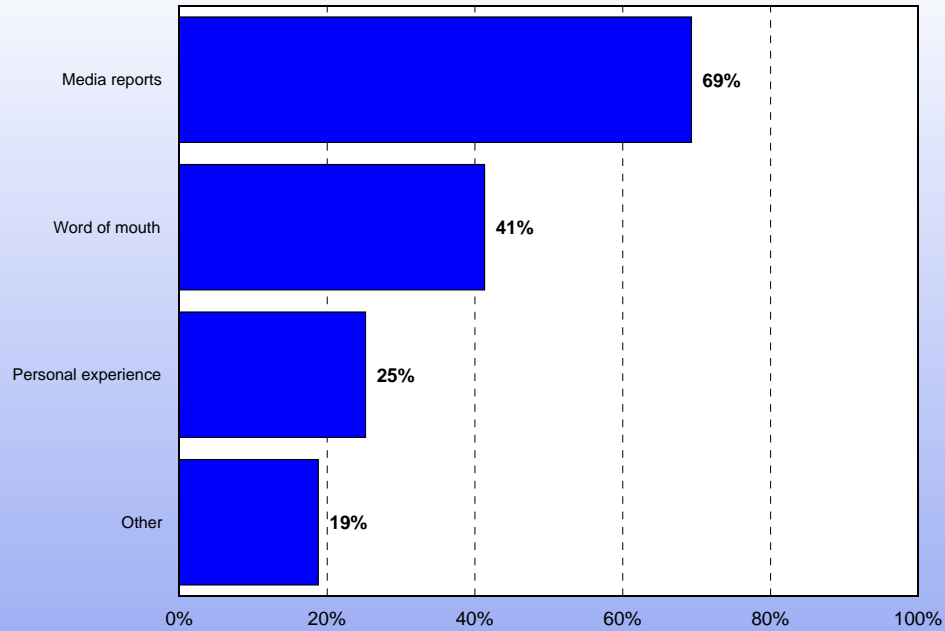
by percentage of respondents



Source: ETC Institute (2016)

Q7-2. What is the Reason for Your View

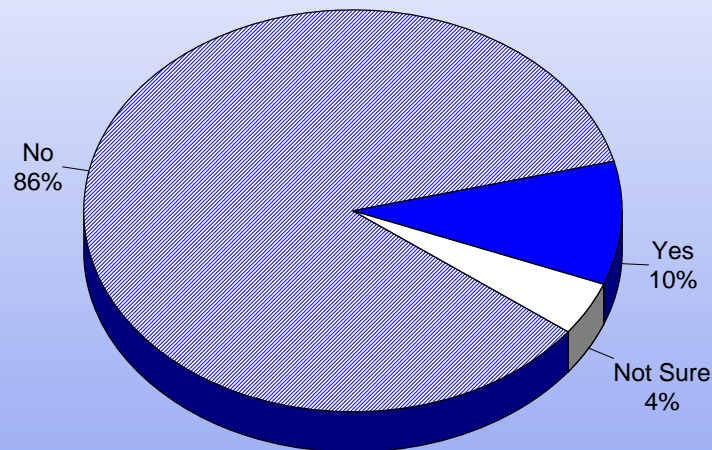
by percentage of respondents who answered "yes" to Question 7



Source: ETC Institute (2016)

Q8. Has There Ever Been a Specific Instance When You Felt Discriminated Against by Durham Police Department Police Officers Because of Your Race or Ethnic Background

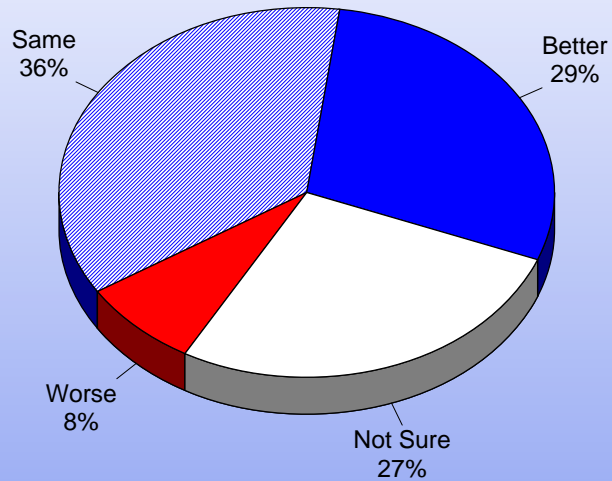
by percentage of respondents



Source: ETC Institute (2016)

Q9. Over the Next Year, Do You Think Relations Between Durham Police Department Police and the Minority Community Will Get Better, Get Worse, or Stay About the Same

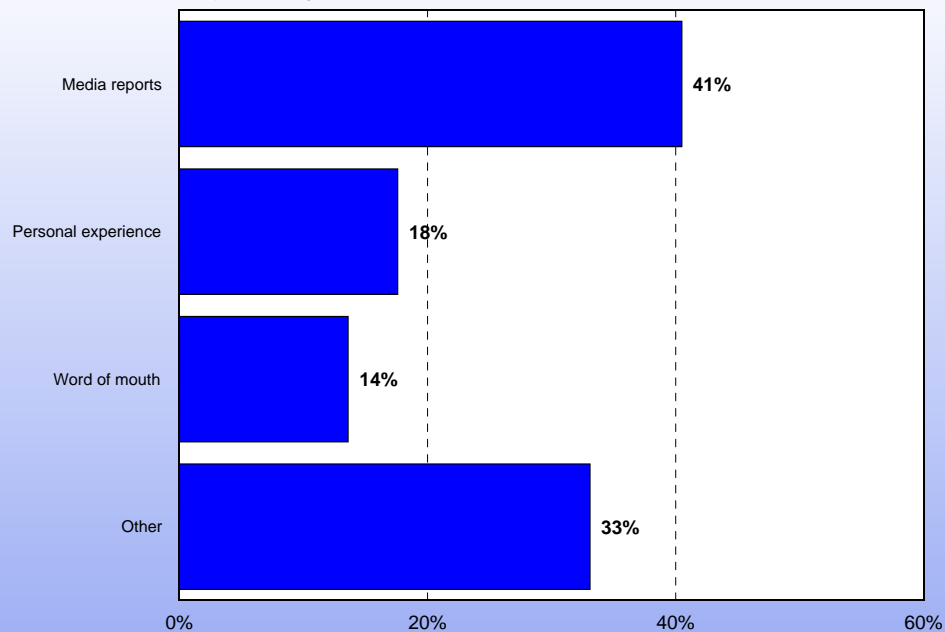
by percentage of respondents



Source: ETC Institute (2016)

Q9-2. What is the Reason for Your View

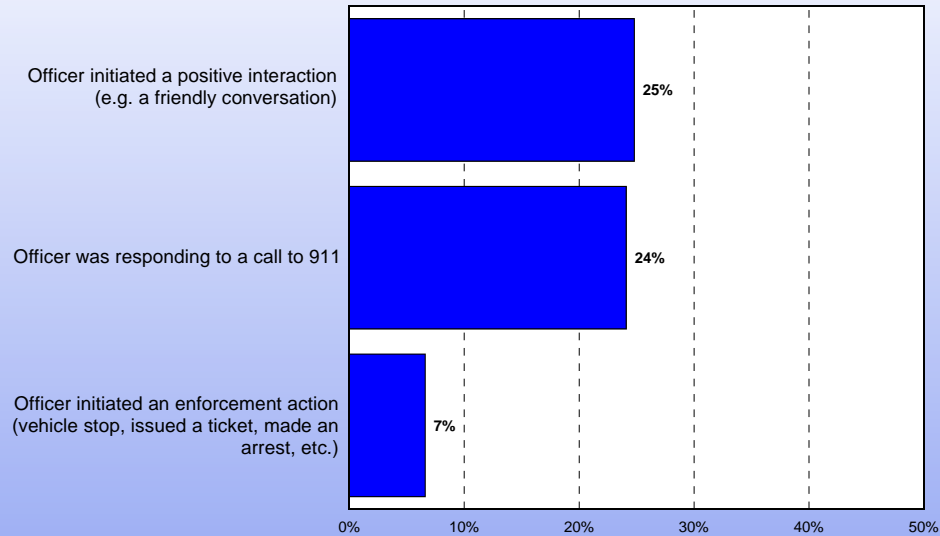
by percentage of respondents based on response to Question 9



Source: ETC Institute (2016)

Q10. Have You Had an Interaction with a Durham Police Officer in the Past 12 Months For Any of the Following Reasons

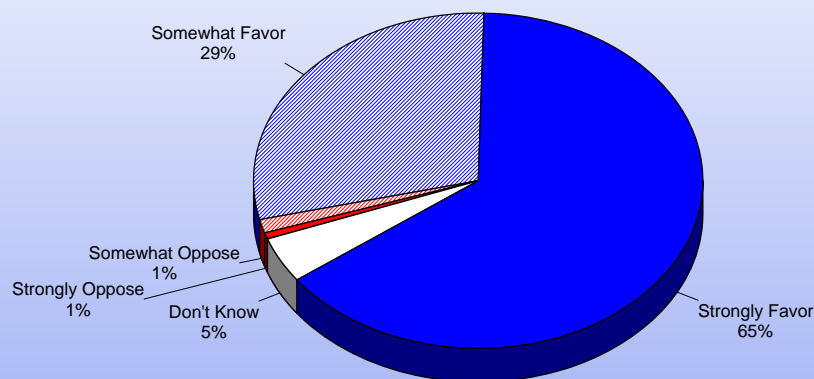
by percentage of respondents



Source: ETC Institute (2016)

Q11. Do You Favor or Oppose Police Officers Wearing Video Cameras Which Would Record Events and Actions as they Occur

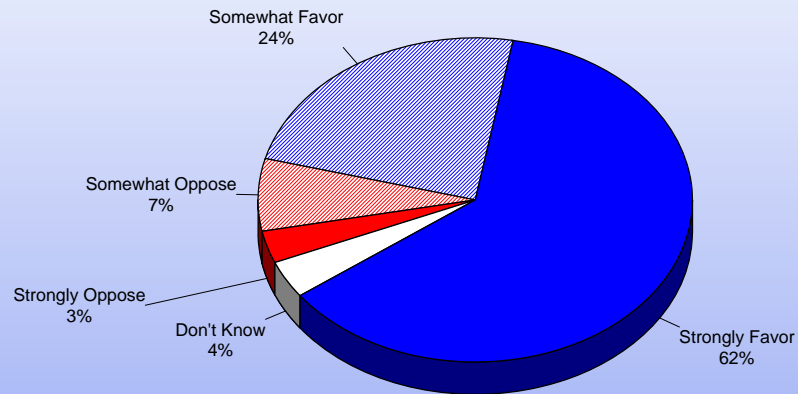
by percentage of respondents



Source: ETC Institute (2016)

Q12. Do You Favor or Oppose the City of Durham having 24/7 Video Surveillance of Public Places

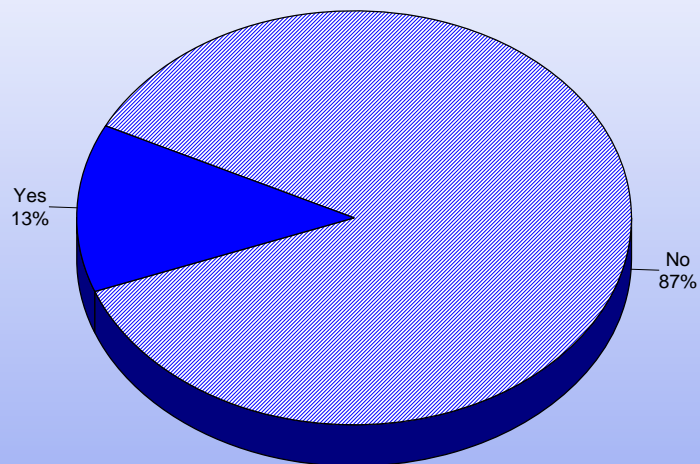
by percentage of respondents



Source: ETC Institute (2016)

Q13. Were You or Anyone in Your Household the Victim of Any Crime in Durham During the Past 12 Months

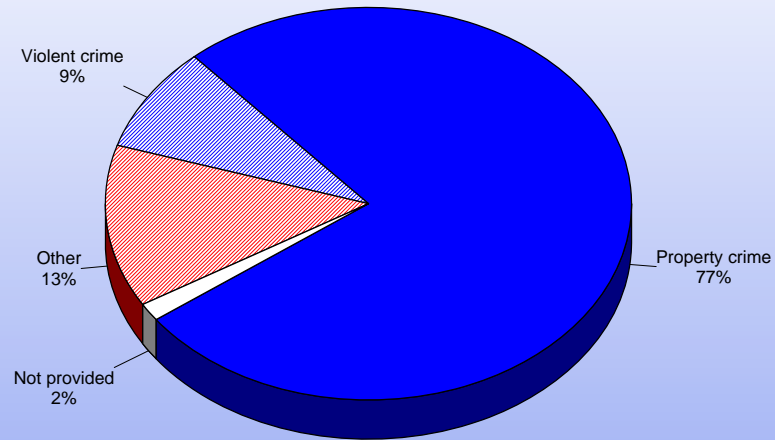
by percentage of respondents



Source: ETC Institute (2016)

Q13-2. What Type of Crime

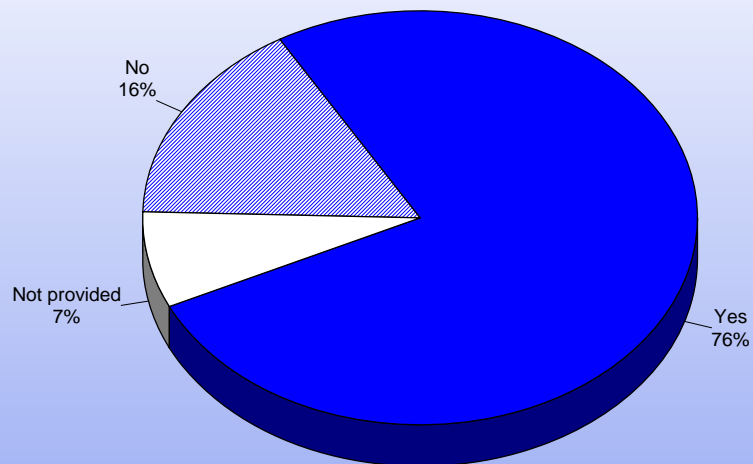
by percentage of respondents who answered "yes" to Question 13



Source: ETC Institute (2016)

Q13-3. Did You Report All of These Crimes to the Police

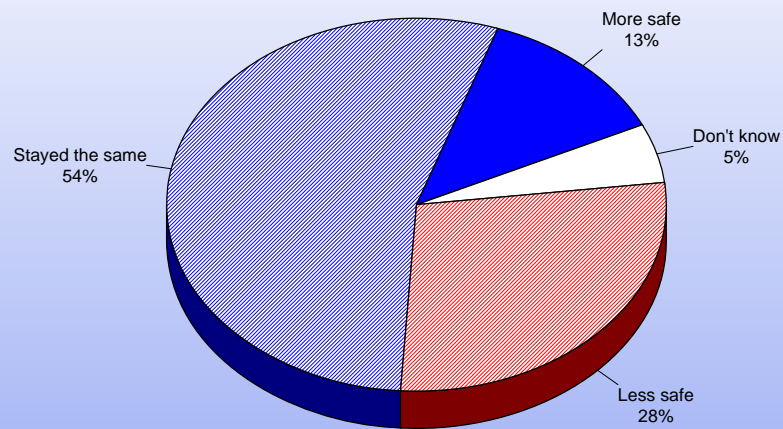
by percentage of respondents who answered "yes" to Question 13



Source: ETC Institute (2016)

Q14. In the Past 12 Months Do You Think Durham Has Become More, Less, or Stayed the Same as Far as Being a Safe Place to Live, Work, and Raise a Family

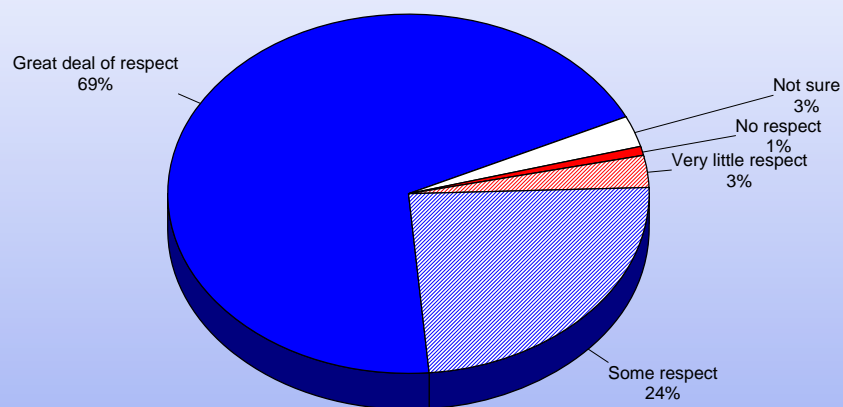
by percentage of respondents



Source: ETC Institute (2016)

Q15. Overall, How Much Respect Do You Have for Durham Police Department Police Officers

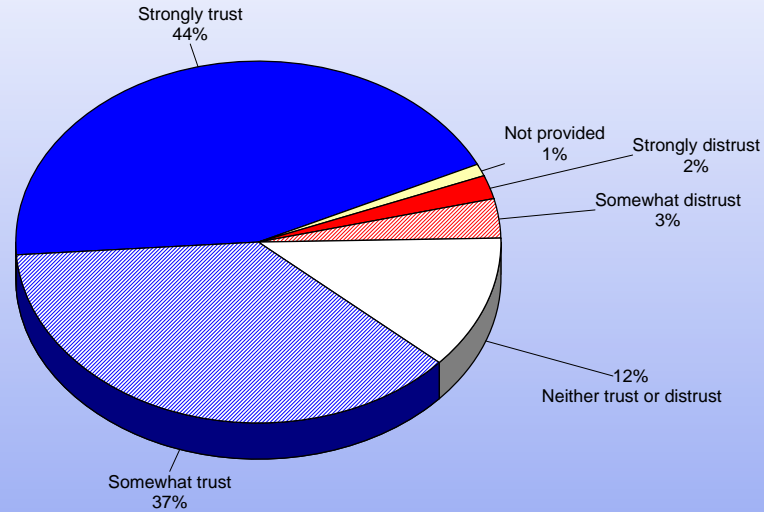
by percentage of respondents



Source: ETC Institute (2016)

Q16. Overall, How Much Do You Trust Durham Police Department Police Officers

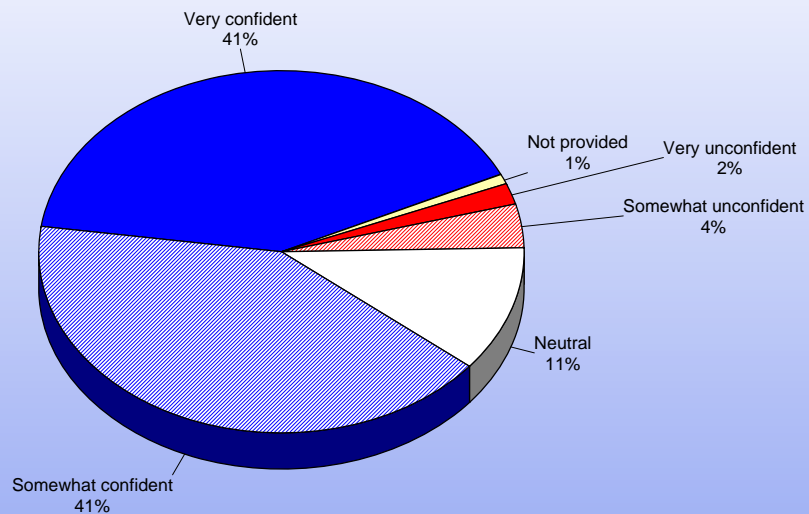
by percentage of respondents



Source: ETC Institute (2016)

Q17. Overall, How Much Confidence Do You Have in Durham Police Officers

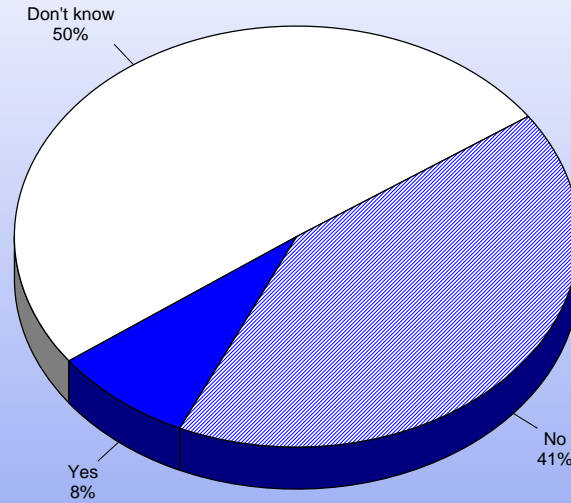
by percentage of respondents



Source: ETC Institute (2016)

Q18. Do You Think Durham Has Enough Police Officers

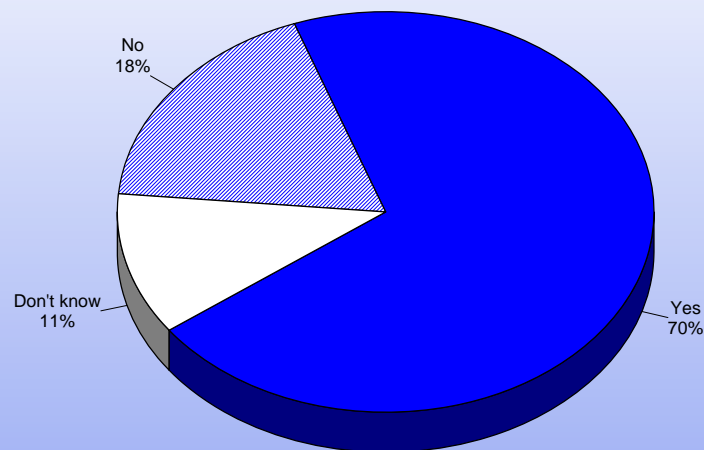
by percentage of respondents



Source: ETC Institute (2016)

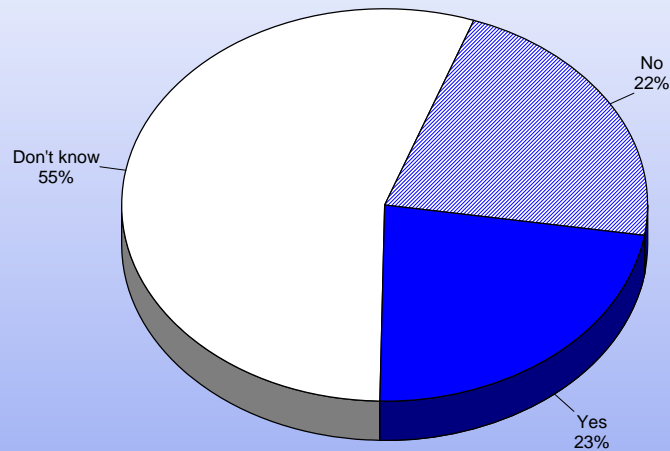
Q19. Do You Think it is Important for the Makeup of the Durham Police Department to Reflect the Community in Terms of Race/Ethnicity

by percentage of respondents



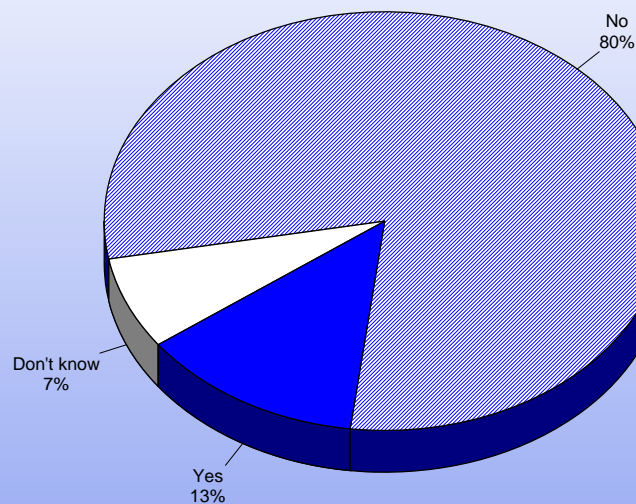
Source: ETC Institute (2016)

**Q19-2. Do You Think the Durham Police Department
Currently Reflects the Community in Terms of
Race/Ethnicity**
by percentage of respondents



Source: ETC Institute (2016)

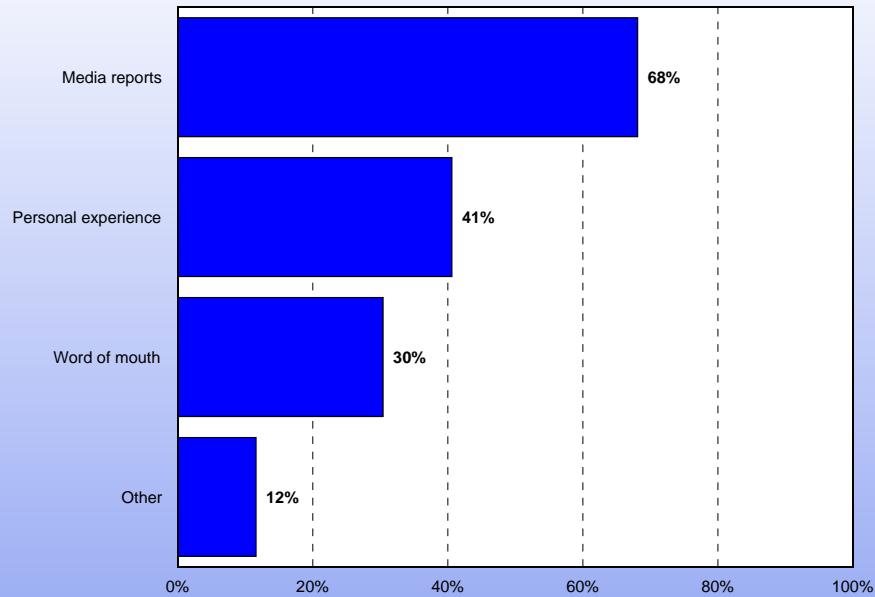
**Q20. In General, Are You Concerned About Your
Personal Safety When Encountered by, or Interacting
with, a Durham Police Officer**
by percentage of respondents



Source: ETC Institute (2016)

Q20-2. What is the Reason for the View You Indicated Having in Question 20

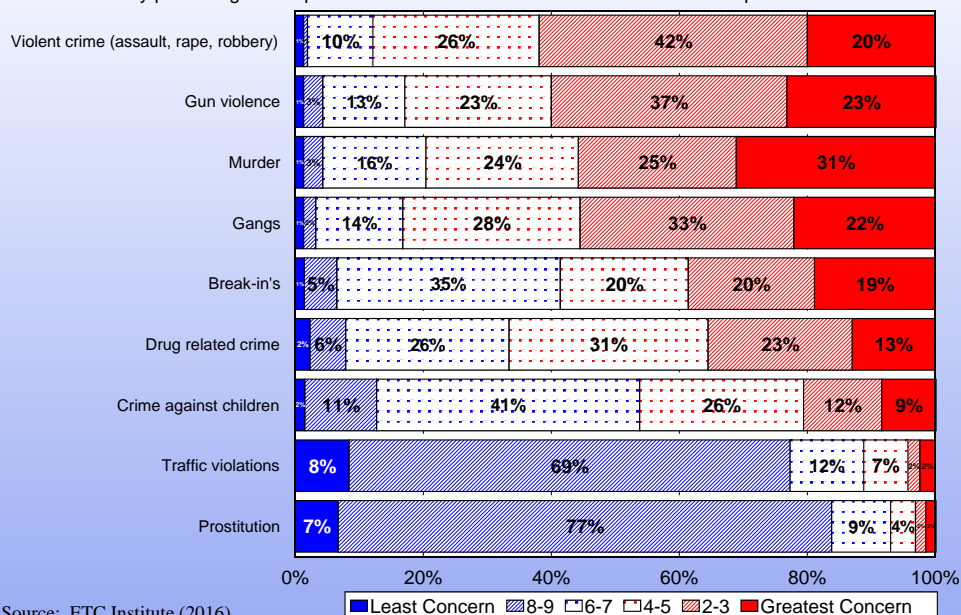
by percentage of respondents



Source: ETC Institute (2016)

Q21. What Do You Feel Are the Greatest Areas of Concern for the City of Durham

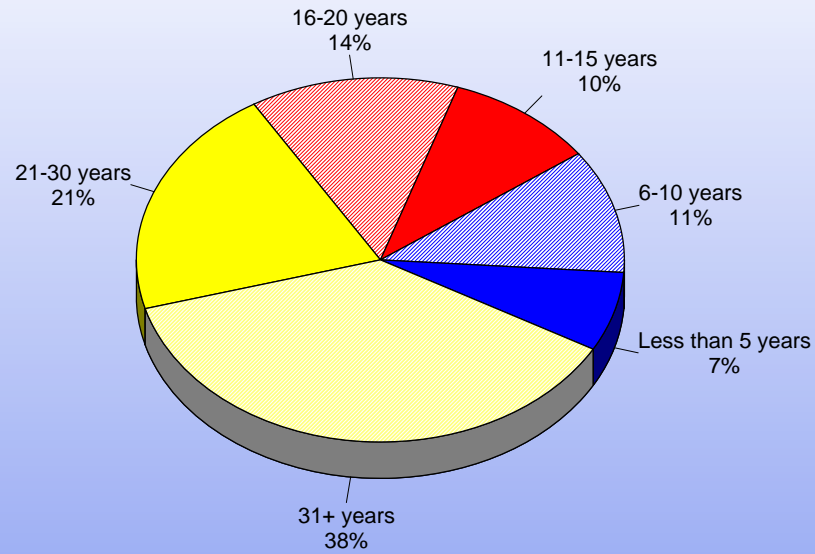
by percentage of respondents who ranked the item as a 1 to 10 on a 10-point scale



Source: ETC Institute (2016)

Q26. Demographics: How Many Years Have You Lived in the City of Durham

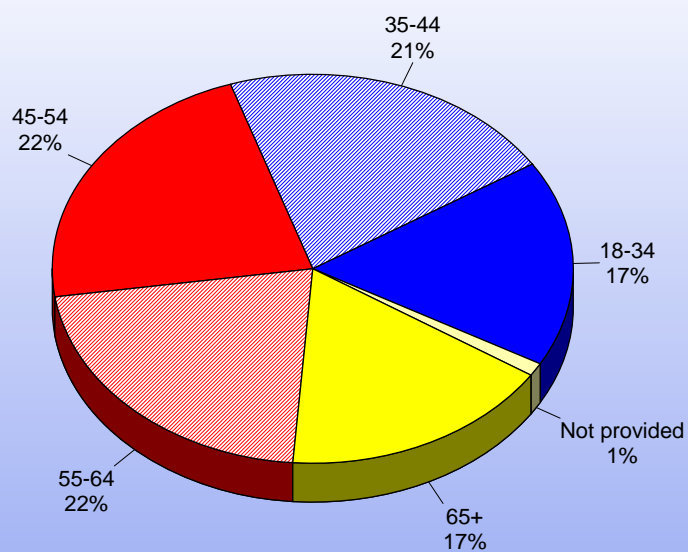
by percentage of respondents



Source: ETC Institute (2016)

Q27. Demographics: What is Your Age

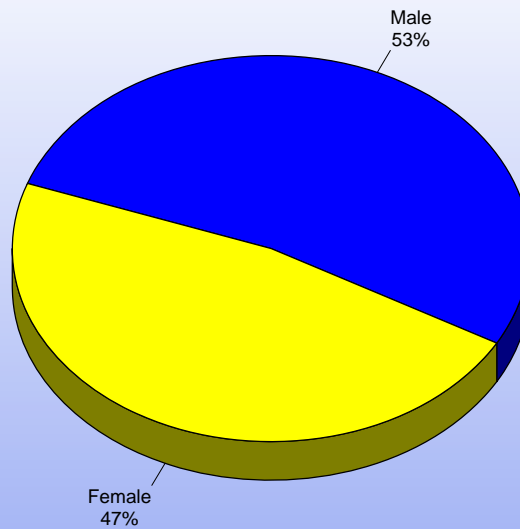
by percentage of respondents



Source: ETC Institute (2016)

Q28. Demographics: Gender

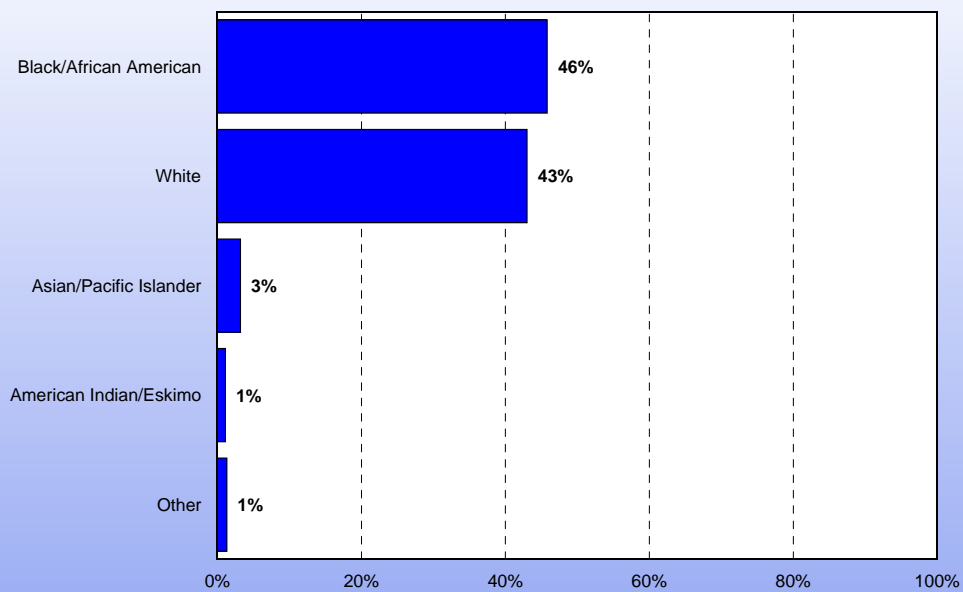
by percentage of respondents



Source: ETC Institute (2016)

Q29. Demographics: Which of the Following Best Describes your Race/Ethnicity

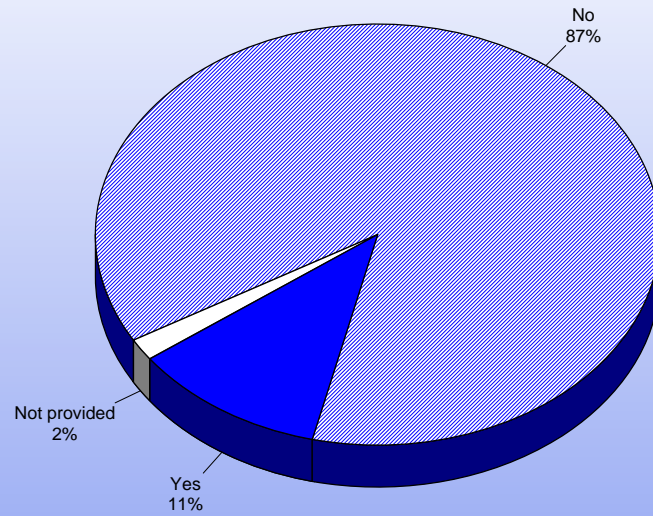
by percentage of respondents



Source: ETC Institute (2016)

Q30. Demographics: Are You of Hispanic, Latino, or Other Spanish Ancestry

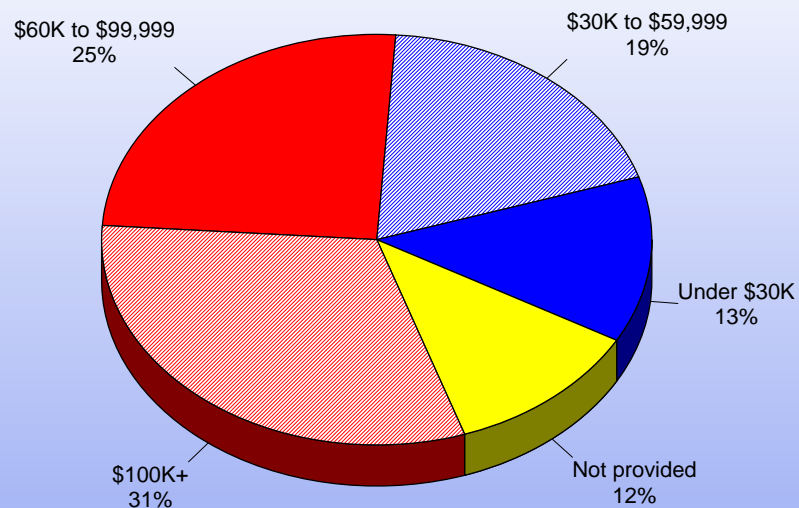
by percentage of respondents



Source: ETC Institute (2016)

Q31. Demographics: What is Your Total Annual Household Income

by percentage of respondents



Source: ETC Institute (2016)

Section 2

Importance-Satisfaction Analysis

Importance-Satisfaction Analysis

City of Durham, North Carolina

Overview

Today, City officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

Overview

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable. $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$.

Example of the Calculation: Respondents were asked to identify the major categories of police services they thought should receive the most emphasis over the next two years. Sixty percent (60%) of respondents selected *efforts to prevent crime* as one of the most important service for the City to emphasize over the next two years.

With regard to satisfaction, 40% of respondents surveyed rated the City's overall performance in *efforts to prevent crime* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating for *efforts to prevent crime* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 60% was multiplied by 40% (1-0.40). This calculation yielded an I-S rating of 0.3636 which ranked first out of 14 major service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one for the three most important areas for the City to emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- *Definitely Increase Emphasis* ($IS \geq 0.20$)
- *Increase Current Emphasis* ($0.10 \leq IS < 0.20$)
- *Maintain Current Emphasis* ($IS < 0.10$)

The results for the City of Durham are provided on the following page.

2016 Importance-Satisfaction Rating

City of Durham

Major Categories of Police Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Efforts to prevent crime	60%	1	40%	13	0.3636	1
Visibility of police in neighborhoods	49%	2	42%	12	0.2798	2
High Priority (IS .10-.20)						
How quickly police respond to emergencies	32%	3	58%	6	0.1365	3
Efforts to cooperate with public to address their concerns	26%	4	54%	7	0.1207	4
Medium Priority (IS <.10)						
Police outreach programs/services	17%	7	50%	9	0.0842	5
Visibility of police in commercial areas	17%	5	53%	8	0.0803	6
Overall police performance in your neighborhood	12%	9	58%	5	0.0522	7
Attitude & behavior of officers towards citizens in your neighborhood	17%	6	73%	2	0.0455	8
Professionalism of police officers	16%	8	72%	3	0.0436	9
Police safety education programs	8%	11	47%	10	0.0411	10
Quality of dispatch (911) services	10%	10	69%	4	0.0307	11
Parking enforcement services	3%	12	38%	14	0.0180	12
Ease of locating information on Police website	2%	13	47%	11	0.0080	13
Overall appearance & quality of police vehicles & equipment	1%	14	85%	1	0.0018	14

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Matrix Analysis

City of Durham, North Carolina

Overview

Today, City officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.

- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

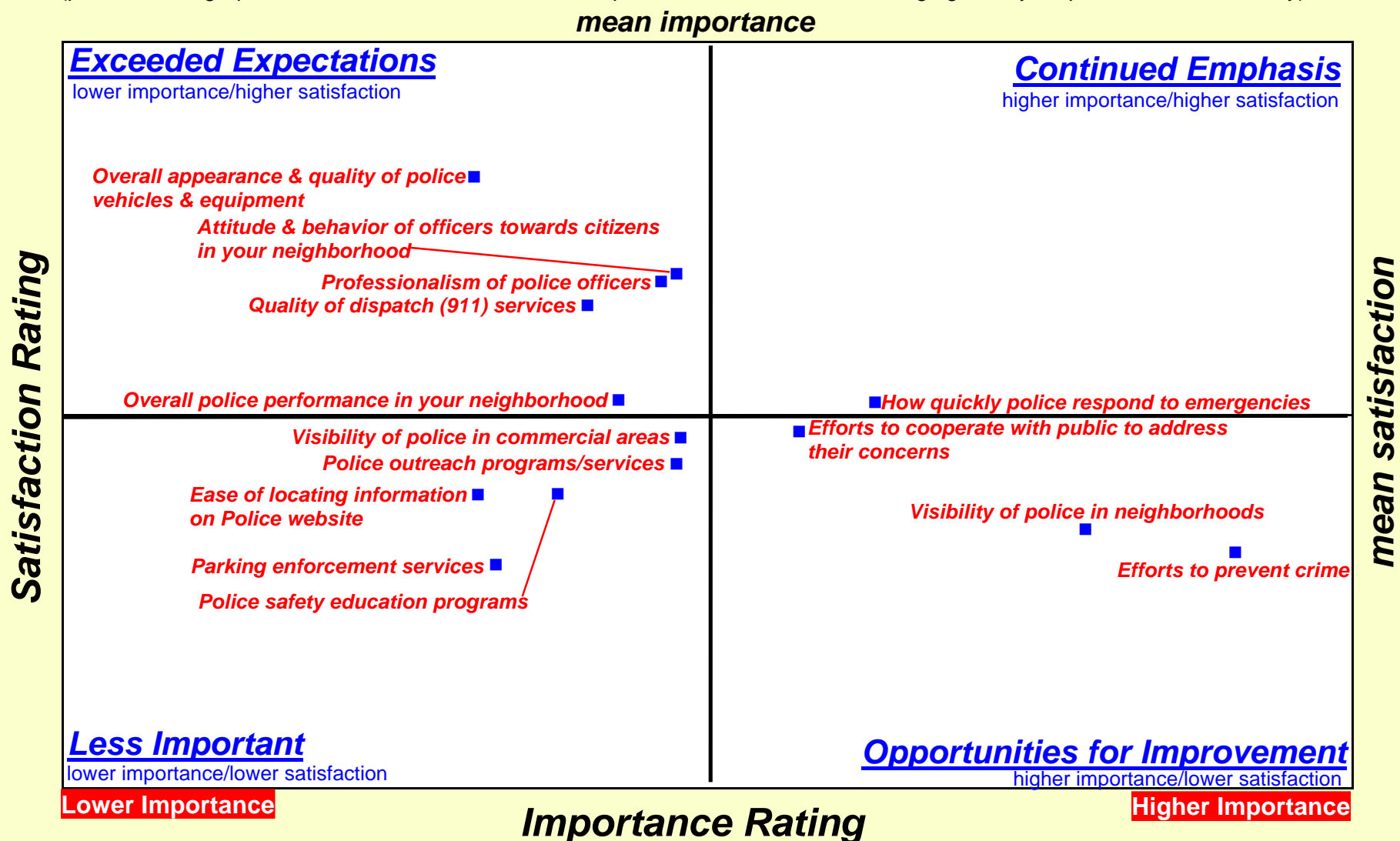
I-S Matrices for the City are on the following page.

City of Durham Police Satisfaction Survey

Importance-Satisfaction Assessment Matrix

-Major Categories of Police Services -

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2016)

Section 3

Tabular Data

Q1. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=528)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1-1. Visibility of police in neighborhoods	8.4%	31.9%	30.4%	19.8%	4.9%	4.6%
Q1-2. Visibility of police in commercial areas	9.7%	39.6%	33.0%	8.8%	1.5%	7.4%
Q1-3. How quickly police respond to emergencies	12.2%	32.1%	21.5%	8.6%	2.5%	23.2%
Q1-4. Efforts to prevent crime	6.5%	26.1%	30.9%	14.5%	4.6%	17.5%
Q1-5. Parking enforcement services	5.3%	21.3%	31.0%	9.7%	2.7%	29.9%
Q1-6. Police safety education programs	6.5%	22.1%	25.2%	6.7%	1.0%	38.5%
Q1-7. Professionalism of police officers	21.8%	43.2%	17.6%	5.2%	2.3%	9.9%
Q1-8. Attitude & behavior of officers towards citizens in your neighborhood	24.7%	39.1%	15.4%	6.1%	2.1%	12.7%
Q1-9. Overall police performance in your neighborhood	16.4%	36.1%	25.4%	9.9%	2.9%	9.2%
Q1-10. Efforts to cooperate with public to address their concerns	11.2%	31.8%	26.3%	8.2%	1.9%	20.6%
Q1-11. Overall appearance & quality of police vehicles & equipment	26.2%	53.3%	12.3%	1.3%	0.6%	6.3%
Q1-12. Police outreach programs/services	8.4%	23.8%	25.5%	5.0%	1.5%	35.8%
Q1-13. Quality of dispatch (911) services	17.9%	32.8%	16.6%	4.6%	1.3%	26.7%
Q1-14. Ease of locating information on Police website	5.8%	18.5%	21.5%	4.0%	2.3%	47.9%

WITHOUT DON'T KNOW

Q1. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=528)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1-1. Visibility of police in neighborhoods	8.8%	33.5%	31.9%	20.7%	5.2%
Q1-2. Visibility of police in commercial areas	10.5%	42.8%	35.6%	9.5%	1.6%
Q1-3. How quickly police respond to emergencies	15.8%	41.8%	28.0%	11.1%	3.2%
Q1-4. Efforts to prevent crime	7.9%	31.6%	37.4%	17.6%	5.5%
Q1-5. Parking enforcement services	7.6%	30.4%	44.3%	13.9%	3.8%
Q1-6. Police safety education programs	10.6%	36.0%	41.0%	10.9%	1.6%
Q1-7. Professionalism of police officers	24.2%	48.0%	19.5%	5.7%	2.5%
Q1-8. Attitude & behavior of officers towards citizens in your neighborhood	28.3%	44.8%	17.6%	7.0%	2.4%
Q1-9. Overall police performance in your neighborhood	18.1%	39.8%	28.0%	10.9%	3.2%
Q1-10. Efforts to cooperate with public to address their concerns	14.1%	40.0%	33.1%	10.3%	2.4%
Q1-11. Overall appearance & quality of police vehicles & equipment	27.9%	56.9%	13.2%	1.4%	0.6%
Q1-12. Police outreach programs/services	13.1%	37.1%	39.8%	7.7%	2.4%
Q1-13. Quality of dispatch (911) services	24.5%	44.8%	22.7%	6.3%	1.8%
Q1-14. Ease of locating information on Police website	11.1%	35.4%	41.3%	7.7%	4.4%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q2. Top choice	Number	Percent
Visibility of police in neighborhoods	129	24.4 %
Visibility of police in commercial areas	10	1.9 %
How quickly police respond to emergencies	62	11.7 %
Efforts to prevent crime	171	32.4 %
Parking enforcement services	3	0.6 %
Police safety education programs	5	0.9 %
Professionalism of police officers	21	4.0 %
Attitude & behavior of officers towards citizens in your neighborhood	23	4.4 %
Overall police performance in your neighborhood	16	3.0 %
Efforts to cooperate with public to address their concerns	21	4.0 %
Overall appearance & quality of police vehicles & equipment	1	0.2 %
Police outreach programs/services	14	2.7 %
Quality of dispatch (911) services	9	1.7 %
Ease of locating information on Police website	1	0.2 %
None chosen	42	8.0 %
Total	528	100.0 %

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q2. 2nd choice	Number	Percent
Visibility of police in neighborhoods	61	11.6 %
Visibility of police in commercial areas	45	8.5 %
How quickly police respond to emergencies	69	13.1 %
Efforts to prevent crime	88	16.7 %
Parking enforcement services	8	1.5 %
Police safety education programs	18	3.4 %
Professionalism of police officers	36	6.8 %
Attitude & behavior of officers towards citizens in your neighborhood	32	6.1 %
Overall police performance in your neighborhood	16	3.0 %
Efforts to cooperate with public to address their concerns	54	10.2 %
Overall appearance & quality of police vehicles & equipment	4	0.8 %
Police outreach programs/services	27	5.1 %
Quality of dispatch (911) services	16	3.0 %
Ease of locating information on Police website	2	0.4 %
None chosen	52	9.8 %
Total	528	100.0 %

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q2. 3rd choice	Number	Percent
Visibility of police in neighborhoods	66	12.5 %
Visibility of police in commercial areas	36	6.8 %
How quickly police respond to emergencies	39	7.4 %
Efforts to prevent crime	58	11.0 %
Parking enforcement services	4	0.8 %
Police safety education programs	18	3.4 %
Professionalism of police officers	26	4.9 %
Attitude & behavior of officers towards citizens in your neighborhood	34	6.4 %
Overall police performance in your neighborhood	34	6.4 %
Efforts to cooperate with public to address their concerns	64	12.1 %
Overall appearance & quality of police vehicles & equipment	1	0.2 %
Police outreach programs/services	48	9.1 %
Quality of dispatch (911) services	28	5.3 %
Ease of locating information on Police website	5	0.9 %
<u>None chosen</u>	<u>67</u>	<u>12.7 %</u>
Total	528	100.0 %

SUM OF TOP 3 CHOICES**Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)**

Q2. Sum of Top 3 Choices	Number	Percent
Visibility of police in neighborhoods	256	48.5 %
Visibility of police in commercial areas	91	17.2 %
How quickly police respond to emergencies	170	32.2 %
Efforts to prevent crime	317	60.0 %
Parking enforcement services	15	2.8 %
Police safety education programs	41	7.8 %
Professionalism of police officers	83	15.7 %
Attitude & behavior of officers towards citizens in your neighborhood	89	16.9 %
Overall police performance in your neighborhood	66	12.5 %
Efforts to cooperate with public to address their concerns	139	26.3 %
Overall appearance & quality of police vehicles & equipment	6	1.1 %
Police outreach programs/services	89	16.9 %
Quality of dispatch (911) services	53	10.0 %
Ease of locating information on Police website	8	1.5 %
None chosen	42	8.0 %
Total	1465	

Q3. On a scale of 1 to 5, please indicate your level of agreement with the following statements related to the Durham Police Department, where 5 means "Strongly Agree" and 1 means "Strongly Disagree."

(N=528)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Q3-1. Durham Police Department is trying hard to maintain good relations with community	15.8%	45.4%	19.6%	5.9%	2.9%	10.5%
Q3-2. Durham Police Department personnel do a good job enforcing the law	11.8%	40.5%	26.3%	7.8%	1.7%	11.8%
Q3-3. I'm confident in Durham Police Department's ability to minimize violent crime	6.9%	26.1%	32.6%	19.6%	5.7%	9.1%
Q3-4. Durham Police Department utilizes good judgement in use of force	9.9%	25.4%	23.5%	12.4%	5.2%	23.5%
Q3-5. Durham Police Department personnel have appropriate training on how to handle confrontations with civilians	7.3%	17.7%	19.1%	10.1%	5.7%	40.1%
Q3-6. Durham Police Department personnel are held accountable for any misconduct	8.6%	20.5%	18.4%	8.8%	7.7%	36.0%
Q3-7. Durham Police Department personnel treat residents of different races/ethnicities equally	9.9%	18.4%	19.6%	14.8%	8.9%	28.3%

WITHOUT DON'T KNOW

Q3. On a scale of 1 to 5, please indicate your level of agreement with the following statements related to the Durham Police Department, where 5 means "Strongly Agree" and 1 means "Strongly Disagree." (without "don't know")

(N=528)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q3-1. Durham Police Department is trying hard to maintain good relations with community	17.6%	50.7%	21.9%	6.6%	3.2%
Q3-2. Durham Police Department personnel do a good job enforcing the law	13.4%	45.9%	29.9%	8.9%	1.9%
Q3-3. I'm confident in Durham Police Department's ability to minimize violent crime	7.5%	28.7%	35.8%	21.6%	6.3%
Q3-4. Durham Police Department utilizes good judgement in use of force	13.0%	33.3%	30.8%	16.3%	6.8%
Q3-5. Durham Police Department personnel have appropriate training on how to handle confrontations with civilians	12.1%	29.6%	31.8%	16.9%	9.6%
Q3-6. Durham Police Department personnel are held accountable for any misconduct	13.5%	32.0%	28.7%	13.8%	12.0%
Q3-7. Durham Police Department personnel treat residents of different races/ethnicities equally	13.8%	25.7%	27.3%	20.7%	12.5%

Q4. Which TWO of the items from the list in Question 3 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q4. Top choice	Number	Percent
Durham Police Department is trying hard to maintain good relations with community	72	13.6 %
Durham Police Department personnel do a good job enforcing the law	65	12.3 %
I'm confident in Durham Police Department's ability to minimize violent crime	151	28.6 %
Durham Police Department utilizes good judgement in use of force	40	7.6 %
Durham Police Department personnel have appropriate training on how to handle confrontations with civilians	41	7.8 %
Durham Police Department personnel are held accountable for any misconduct	29	5.5 %
Durham Police Department personnel treat residents of different races/ethnicities equally	84	15.9 %
None chosen	46	8.7 %
Total	528	100.0 %

Q4. Which TWO of the items from the list in Question 3 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q4. 2nd choice	Number	Percent
Durham Police Department is trying hard to maintain good relations with community	53	10.0 %
Durham Police Department personnel do a good job enforcing the law	56	10.6 %
I'm confident in Durham Police Department's ability to minimize violent crime	63	11.9 %
Durham Police Department utilizes good judgement in use of force	67	12.7 %
Durham Police Department personnel have appropriate training on how to handle confrontations with civilians	79	15.0 %
Durham Police Department personnel are held accountable for any misconduct	53	10.0 %
Durham Police Department personnel treat residents of different races/ethnicities equally	90	17.0 %
None chosen	67	12.7 %
Total	528	100.0 %

SUM OF TOP 2 CHOICES**Q4. Which TWO of the items from the list in Question 3 do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 2)**

<u>Q4. Sum of Top 2 Choices</u>	<u>Number</u>	<u>Percent</u>
Durham Police Department is trying hard to maintain good relations with community	125	23.7 %
Durham Police Department personnel do a good job enforcing the law	121	22.9 %
I'm confident in Durham Police Department's ability to minimize violent crime	214	40.5 %
Durham Police Department utilizes good judgement in use of force	107	20.3 %
Durham Police Department personnel have appropriate training on how to handle confrontations with civilians	120	22.7 %
Durham Police Department personnel are held accountable for any misconduct	82	15.5 %
Durham Police Department personnel treat residents of different races/ethnicities equally	174	33.0 %
None chosen	46	8.7 %
Total	989	

Q5. During the past year, have you or other members of your household contacted employees of the Durham Police Department to seek services, ask a question, or file a complaint?

Q5. Have you contacted employees of Durham Police Department during past year	Number	Percent
Yes	172	32.6 %
No	356	67.4 %
Total	528	100.0 %

Q5a. (If YES to Question 5) Using a 5-point scale, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the Durham Police Department employees you have contacted with regard to each of the following:

(N=172)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q5a-1. How easy they were to contact	42.4%	37.2%	8.7%	7.0%	3.5%	1.2%
Q5a-2. Courtesy of employees	43.9%	34.5%	13.5%	5.8%	1.2%	1.2%
Q5a-3. Accuracy of information & assistance you were given	33.1%	34.3%	17.4%	9.9%	1.7%	3.5%
Q5a-4. Time it took for your request to be completed	31.8%	29.4%	19.4%	8.2%	8.2%	2.9%
Q5a-5. How well your issue was handled	31.8%	28.8%	21.2%	8.8%	7.6%	1.8%
Q5a-6. Resolution to your issue/concern	26.5%	31.8%	15.3%	14.7%	8.2%	3.5%
Q5a-7. Availability of information about Police programs & services	17.9%	18.5%	14.9%	10.1%	3.0%	35.7%
Q5a-8. Police efforts to keep you informed about local issues	21.8%	18.8%	20.6%	13.5%	7.1%	18.2%

WITHOUT DON'T KNOW

Q5a. (If YES to Question 5) Using a 5-point scale, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the Durham Police Department employees you have contacted with regard to each of the following: (without "don't know")

(N=172)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q5a-1. How easy they were to contact	42.9%	37.6%	8.8%	7.1%	3.5%
Q5a-2. Courtesy of employees	44.4%	34.9%	13.6%	5.9%	1.2%
Q5a-3. Accuracy of information & assistance you were given	34.3%	35.5%	18.1%	10.2%	1.8%
Q5a-4. Time it took for your request to be completed	32.7%	30.3%	20.0%	8.5%	8.5%
Q5a-5. How well your issue was handled	32.3%	29.3%	21.6%	9.0%	7.8%
Q5a-6. Resolution to your issue/concern	27.4%	32.9%	15.9%	15.2%	8.5%
Q5a-7. Availability of information about Police programs & services	27.8%	28.7%	23.1%	15.7%	4.6%
Q5a-8. Police efforts to keep you informed about local issues	26.6%	23.0%	25.2%	16.5%	8.6%

Q6. Which of the following police community outreach programs/services in the City of Durham are you familiar with?

Q6. Which police community outreach programs/ services are you familiar with	Number	Percent
Raids on-line	38	7.2 %
Project Safe Neighborhoods	144	27.3 %
Police Athletic League	48	9.1 %
Citizen Observer Patrol	133	25.2 %
Victim Services	48	9.1 %
Mental Health Outreach Program	31	5.9 %
Citizens Police Academy	74	14.0 %
Not familiar with any of these programs/services	230	43.6 %
Other	20	3.8 %
Total	766	

Q6-9. Other

Q6-9. Other	Number	Percent
Neighborhood Watch	4	26.7 %
Next Door Presence	2	13.3 %
PAC-2	1	6.7 %
ID theft victim services	1	6.7 %
Residence Safety Check	1	6.7 %
Explorers	1	6.7 %
PAC Against Crime	1	6.7 %
Domestic Violence	1	6.7 %
Next Door App	1	6.7 %
PAC 4	1	6.7 %
PAC	1	6.7 %
Total	15	100.0 %

Q7. In general, do you think Durham Police Department police officers stop people of certain racial or ethnic groups because they believe that these groups are more likely than other groups to commit certain types of crimes?

Q7. Do Durham Police Department police officers
stop people of certain racial or ethnic groups
because they believe that these groups are more
likely than others to commit certain types of crimes

	Number	Percent
Yes	218	41.3 %
No	137	25.9 %
Not sure	173	32.8 %
Total	528	100.0 %

Q7a. (If YES to Question 7) What is the reason for your view?

Q7a. What is the reason for your view	Number	Percent
Personal experience	55	25.2 %
Media reports (TV, Newspaper, Internet, Social Media, etc.)	151	69.3 %
Word of mouth	90	41.3 %
Other	41	18.8 %
Total	337	

Q7a. Other

<u>Q7a-4. Other</u>	<u>Number</u>	<u>Percent</u>
Observation	3	8.6 %
Makes sense	2	5.7 %
Statistics	2	5.7 %
Common sense	2	5.7 %
Recent cases	1	2.9 %
A friend who was stopped and detained for no reason	1	2.9 %
Because certain groups do create more violence gang members	1	2.9 %
Friends experiences	1	2.9 %
Because they commit more crime	1	2.9 %
It's somewhat true & some degree necessary	1	2.9 %
Their professional experience of crime	1	2.9 %
Was seen	1	2.9 %
Family member	1	2.9 %
See it happen	1	2.9 %
History	1	2.9 %
Relative's (black male) experiences	1	2.9 %
Visual accounts	1	2.9 %
Comparison with neighbors	1	2.9 %
Research	1	2.9 %
Neighbors experiences	1	2.9 %
Data	1	2.9 %
Newspaper interview with former chief	1	2.9 %
Because they should	1	2.9 %
Experiences of minority friends	1	2.9 %
Chief Lopez said it is the proportion of people in jail	1	2.9 %
Profiling is usually accurate	1	2.9 %
Because historic activity drives current behavior	1	2.9 %
Certain groups are more involved in crime	1	2.9 %
<u>Living in Durham</u>	<u>1</u>	<u>2.9 %</u>
Total	35	100.0 %

Q8. Has there ever been a specific instance when you felt discriminated against by Durham Police Department police officers because of your race or ethnic background?

Q8. Has there been a specific instance when you felt discriminated against by Durham Police

Department police officers	Number	Percent
Yes	51	9.7 %
No	454	86.0 %
Not sure	23	4.4 %
Total	528	100.0 %

Q9. Over the next year, do you think relations between Durham Police Department police and the minority community will get better, get worse, or stay about the same?

Q9. What do you think relations between Durham Police Department police & minority community will be over next year

	Number	Percent
Get better	152	28.8 %
Stay about the same	190	36.0 %
Get worse	42	8.0 %
Not sure	144	27.3 %
Total	528	100.0 %

Q9a. What is the reason for the view you indicated having in Question 9?

Q9a. What is the reason for the view you indicated having

	Number	Percent
Personal experience	93	17.6 %
Media reports (TV, Newspaper, Internet, Social Media, etc.)	214	40.5 %
Word of mouth	72	13.6 %
Other	175	33.1 %
Total	554	

Q9a. Other

Q9a-4. Other	Number	Percent
New police chief	40	29.9 %
Optimism	2	1.5 %
This survey and new chief	1	0.7 %
Change takes time	1	0.7 %
We do not have enough police	1	0.7 %
Change in environment	1	0.7 %
Confidence	1	0.7 %
Awareness of issue by community and police	1	0.7 %
Difficulty of task	1	0.7 %
Being politically correct has a higher priority than crime prevention	1	0.7 %
Never seen them working on Hinson Drive	1	0.7 %
It's a national focus	1	0.7 %
Awareness	1	0.7 %
Poverty & lack education within minority community	1	0.7 %
Life experience	1	0.7 %
Exposure of problems and new police chief	1	0.7 %
No funding	1	0.7 %
Amount of gun violence everyday	1	0.7 %
Uncertain times	1	0.7 %
Change is hard	1	0.7 %
No youth that they are trying	1	0.7 %
Social elements	1	0.7 %
I am excited about Chief Davis	1	0.7 %
Hard to change ways in 1 year	1	0.7 %
Hope this is a priority of new chief	1	0.7 %
Activist groups	1	0.7 %
New priority	1	0.7 %
The mindset of poverty stricken individuals	1	0.7 %
Positive thinking	1	0.7 %
I don't have enough data/information to make that assessment	1	0.7 %
Anything can happen in a year	1	0.7 %
Training and communication	1	0.7 %
It's time for a change	1	0.7 %
People grow and change if they want to	1	0.7 %
Because they are putting forth a great effort	1	0.7 %
By seeing what goes on	1	0.7 %
Leadership and training	1	0.7 %
Drugs/shooting	1	0.7 %
Especially if trump becomes president	1	0.7 %
History	1	0.7 %
Lot of attention lately	1	0.7 %
Racial	1	0.7 %
Durham leaders are too liberal/progressive	1	0.7 %
Past performance	1	0.7 %
Trust is lacking	1	0.7 %

Q9a. Other

Q9a-4. Other	Number	Percent
Busy building new headquarters	1	0.7 %
How they choose to spend energy & resources	1	0.7 %
Reality	1	0.7 %
Public & police awareness to issues	1	0.7 %
No reason to change	1	0.7 %
Depends on minority community	1	0.7 %
Hope they will improve	1	0.7 %
My work experience	1	0.7 %
New administration will address issues	1	0.7 %
More population	1	0.7 %
Awareness by asking this survey	1	0.7 %
Distrust from minority	1	0.7 %
Some minorities will not trust police no matter what	1	0.7 %
Politics and media effect people's opinion	1	0.7 %
Assuming	1	0.7 %
Not aware of any changes	1	0.7 %
Community needs to be involved	1	0.7 %
Increase in outreach in communities	1	0.7 %
Believe in sincere desire of police officers to serve	1	0.7 %
Police are often scapegoated by politicians	1	0.7 %
Experience	1	0.7 %
Black Chief	1	0.7 %
Poverty is the problem	1	0.7 %
Difficult goal achieved	1	0.7 %
Think positive	1	0.7 %
They have been trying a long time	1	0.7 %
Crime in minority is out of control	1	0.7 %
Depends on crime rate	1	0.7 %
More concerned about being politically correct than enforcing the law	1	0.7 %
New administration	1	0.7 %
I think you are working on it	1	0.7 %
Chief and pressure from community	1	0.7 %
Internal bureaucracy	1	0.7 %
Can't imagine great change in one year	1	0.7 %
Life experience	1	0.7 %
Will depend on your activity & results	1	0.7 %
Society trends	1	0.7 %
Black police chief	1	0.7 %
It will take longer than a year	1	0.7 %
No information	1	0.7 %
Leadership	1	0.7 %
Can't predict future	1	0.7 %
Minority group influence	1	0.7 %
Priority	1	0.7 %
Minorities will always complain, there is nothing can be done	1	0.7 %

Q9a. Other

Q9a-4. Other	Number	Percent
Observation	1	0.7 %
I'm optimistic	1	0.7 %
Change in administration	1	0.7 %
Lack of resources	1	0.7 %
Total	134	100.0 %

Q10. Please indicate if you have interacted with a Durham Police Officer in the past 12 months for any of the following reasons.

Q10. Why have you interacted with a Durham Police Officer in past 12 months	Number	Percent
Officer initiated an enforcement action (vehicle stop, issued a ticket, made an arrest, etc.)	35	6.6 %
Officer was responding to a call to 911	127	24.1 %
Officer initiated a positive interaction (e.g. a friendly conversation)	131	24.8 %
Total	293	

Q11. Do you favor or oppose police officers wearing video cameras which would record events and actions as they occur?

Q11. Do you favor or oppose police officers
wearing video cameras

	Number	Percent
Strongly Favor	341	64.6 %
Somewhat Favor	153	29.0 %
Somewhat Oppose	7	1.3 %
Strongly Oppose	3	0.6 %
Don't Know	24	4.5 %
Total	528	100.0 %

Q12. Do you favor or oppose the City of Durham having 24/7 video surveillance of public places (sidewalks, parks, downtown, etc.)?

Q12. Do you favor or oppose City having 24/7
video surveillance of public places

	Number	Percent
Strongly Favor	329	62.3 %
Somewhat Favor	125	23.7 %
Somewhat Oppose	37	7.0 %
Strongly Oppose	17	3.2 %
Don't Know	20	3.8 %
Total	528	100.0 %

Q13. During the past 12 months, were you or anyone in your household the victim of any crime in Durham?

Q13. Were you victim of any crime in Durham
during past 12 months

	Number	Percent
Yes	68	12.9 %
No	460	87.1 %
Total	528	100.0 %

Q13a. (If YES to Question 13) What type of crime?

Q13a. What type of crime	Number	Percent
Property crime (i.e. theft, burglary, etc.)	52	76.5 %
Violent crime (i.e. assault, robbery, etc.)	6	8.8 %
Other	9	13.2 %
Not provided	1	1.5 %
Total	68	100.0 %

Q13a. Other

Q13a-3. Other	Number	Percent
Domestic violence	2	22.2 %
Car break in	1	11.1 %
Domestic violence & identity theft	1	11.1 %
Shooting	1	11.1 %
Murder	1	11.1 %
Breaking and entering	1	11.1 %
Debit card crime	1	11.1 %
Stalking, neighbors husband	1	11.1 %
Total	9	100.0 %

Q13b. (If YES to Question 13) Did you report all of these crimes to the police?

Q13b. Did you report all crimes to police	Number	Percent
Yes	52	76.5 %
No	11	16.2 %
Not provided	5	7.4 %
Total	68	100.0 %

Q13c. (If NO to Question 13b) Why did you not report the crime?

Q13c. Why did you not report the crime	Number	Percent
Whole neighborhood cars broken into	1	9.1 %
Waste of time, no witness	1	9.1 %
A ladder stolen from my place of business	1	9.1 %
Cars along street were all burglarized	1	9.1 %
A Durham police assaulted a family member	1	9.1 %
Break in of my vehicle at home	1	9.1 %
Didn't feel it would help	1	9.1 %
Due to last experience, reporting neighborhood theft was ignored	1	9.1 %
Nothing would be done from past experiences	1	9.1 %
Car was broken into and thought it wasn't worth reporting	1	9.1 %
Waste of my and police time	1	9.1 %
Total	11	100.0 %

Q14. In the past 12 months, do you think Durham has become more, less, or stayed the same as far as being a safe place to live, work, and raise a family?

Q14. What do you think Durham has become in
past 12 months

	Number	Percent
More safe	68	12.9 %
Stayed the same	286	54.2 %
Less safe	147	27.8 %
Don't know	27	5.1 %
Total	528	100.0 %

Q15. Overall, how much respect do you have for Durham Police Department police officers?

Q15. How much respect do you have for Durham
Police Department police officers

	Number	Percent
A great deal of respect	366	69.3 %
Some respect	128	24.2 %
Very little respect	15	2.8 %
No respect	4	0.8 %
Not sure	15	2.8 %
Total	528	100.0 %

Q16. Overall, how much do you trust Durham Police Department police officers?

Q16. How much do you trust Durham Police

<u>Department police officers</u>	<u>Number</u>	<u>Percent</u>
Strongly trust	233	44.1 %
Somewhat trust	197	37.3 %
Neither trust or distrust	63	11.9 %
Somewhat distrust	18	3.4 %
Strongly distrust	11	2.1 %
Not provided	6	1.1 %
Total	528	100.0 %

Q17. Overall, how much confidence do you have in Durham police officers?

Q17. How much confidence do you have in

<u>Durham police officers</u>	<u>Number</u>	<u>Percent</u>
Very confident	216	40.9 %
Somewhat confident	218	41.3 %
Neutral	59	11.2 %
Somewhat unconfident	20	3.8 %
Very unconfident	10	1.9 %
Not provided	5	0.9 %
Total	528	100.0 %

Q18. Do you think that Durham has enough Police officers?

Q18. Do you think that Durham has enough Police officers	Number	Percent
Yes	44	8.3 %
No	218	41.3 %
Don't know	266	50.4 %
Total	528	100.0 %

Q19. Do you think it is important for the makeup of the Durham Police Department to reflect the community in terms of race/ethnicity?

Q19. Is it important for makeup of Durham Police Department to reflect community in terms of race/ethnicity	Number	Percent
Yes	372	70.5 %
No	96	18.2 %
Don't know	60	11.4 %
Total	528	100.0 %

Q19a. (If YES to Question 19) Do you think the Durham Police Department currently reflects the community in terms of race/ethnicity?

Q19a. Does Durham Police Department currently reflect community in terms of race/ethnicity	Number	Percent
Yes	121	22.9 %
No	116	22.0 %
Don't know	291	55.1 %
Total	528	100.0 %

Q20. In general, are you concerned about your personal safety when encountered by, or interacting with, a Durham Police officer?

Q20. Are you concerned about your personal safety when encountered by, or interacting with, a Durham Police officer	Number	Percent
Yes	69	13.1 %
No	421	79.7 %
Don't know	38	7.2 %
Total	528	100.0 %

Q20a. (If YES to Question 20) What is the reason for the view you indicated having in Question 20?

Q20a. What is the reason for the view you indicated having	Number	Percent
Personal experience	28	40.6 %
Media reports (TV, Newspaper, Internet, Social Media, etc.)	47	68.1 %
Word of mouth	21	30.4 %
Other	8	11.6 %
Total	104	

Q20a. Other

Q20a-4. Other	Number	Percent
I am white	3	5.6 %
Personally know several officers	1	1.9 %
Speed	1	1.9 %
I am white and upper middle class	1	1.9 %
Will never be in situation	1	1.9 %
Race/gender	1	1.9 %
Never had a problem	1	1.9 %
Police generally don't see middle aged/elder ladies as a threat	1	1.9 %
I am a minority (AA woman)	1	1.9 %
Black men	1	1.9 %
I've had few interactions with the DPD to provide a honest opinion	1	1.9 %
Respect	1	1.9 %
Haven't had any encounters	1	1.9 %
I am black	1	1.9 %
No bad interaction with Durham Police	1	1.9 %
Respect	1	1.9 %
We all have different personalities and good days and bad days	1	1.9 %
Have seen in action	1	1.9 %
No problems with the law	1	1.9 %
I wouldn't give them a reason to harm me	1	1.9 %
No experience	1	1.9 %
They shoot to kill	1	1.9 %
Never had problem	1	1.9 %
I don't break the law	1	1.9 %
Do no wrong, no interaction needed	1	1.9 %
I trust police officers	1	1.9 %
Research	1	1.9 %
I am living in upper middle class community	1	1.9 %
No bad experiences to date	1	1.9 %
General concern about possibility of abuse of authority	1	1.9 %
Law abiding	1	1.9 %
Never had an issue to be concerned	1	1.9 %
General trust in law enforcement	1	1.9 %
I am a middle age woman	1	1.9 %
I respect authority, I'm not going to provoke	1	1.9 %
Belief in integrity	1	1.9 %
They help	1	1.9 %
Have always respected police	1	1.9 %
White middle class privilege	1	1.9 %
I am always worried about someone impersonating an officer	1	1.9 %
No reason to feel concerned	1	1.9 %
I am white, high socio-eco & educated	1	1.9 %
I'm a white, older, affluent woman	1	1.9 %
Trust in their profession	1	1.9 %
Just not concerned	1	1.9 %

Q20a. Other

Q20a-4. Other	Number	Percent
Observation	1	1.9 %
Maybe accused with something	1	1.9 %
Respect the work officers do	1	1.9 %
I'm a 65 year old white male from the suburbs	1	1.9 %
Faith in police servants	1	1.9 %
No reason to be concerned	1	1.9 %
Trust	1	1.9 %
Total	54	100.0 %

Q21. Please rank the areas below from 1 to 10, where 1 is the area of GREATEST concern and 10 is the area of LEAST concern.

(N=528)

	Greatest concern	2	3	4	5	6	7	8	9	Least concern
Q21-1. Break-in's	18.9%	11.7%	8.0%	10.3%	9.7%	15.4%	19.5%	4.5%	0.6%	1.4%
Q21-2. Traffic violations	2.4%	1.5%	0.4%	2.9%	4.0%	3.1%	8.4%	34.9%	34.0%	8.4%
Q21-3. Murder	31.1%	11.5%	13.2%	12.1%	11.7%	10.4%	5.7%	2.6%	0.4%	1.3%
Q21-4. Drug related crime	12.9%	12.1%	10.4%	14.8%	16.3%	13.8%	11.7%	4.6%	1.0%	2.3%
Q21-5. Gangs	22.1%	17.3%	16.1%	12.3%	15.4%	9.0%	4.6%	1.3%	0.6%	1.3%
Q21-6. Gun violence	23.3%	16.0%	20.8%	12.2%	10.7%	8.6%	4.2%	1.9%	1.1%	1.3%
Q21-7. Violent crime (assault, rape, robbery)	19.9%	21.6%	20.3%	13.1%	12.9%	6.4%	3.8%	0.2%	0.4%	1.3%
Q21-8. Crime against children	8.5%	6.1%	6.1%	12.7%	12.9%	19.0%	22.1%	9.2%	2.0%	1.5%
Q21-9. Prostitution	1.6%	0.5%	1.1%	0.9%	3.0%	2.3%	6.9%	30.3%	46.8%	6.7%
Q21-10. Other	4.8%	1.0%	0.0%	1.0%	0.0%	2.9%	2.9%	2.9%	11.5%	73.1%

Q21. Other

Q21-10. Other	Number	Percent
Fraud	2	4.8 %
Traffic	1	2.4 %
Poor relations with community & citizens	1	2.4 %
ID theft	1	2.4 %
Drug areas	1	2.4 %
Schools	1	2.4 %
Gun violence	1	2.4 %
Domestic violence	1	2.4 %
Increasing number of street corner and off ramp panhandling	1	2.4 %
Human trafficking	1	2.4 %
Police integrity	1	2.4 %
Fraud, internet crime, ID theft, & obtaining property by false pretense	1	2.4 %
Athletic parking/traffic control	1	2.4 %
Panhandling by homeless people out of control	1	2.4 %
Corrupt officers	1	2.4 %
Loitering	1	2.4 %
Excessive abuse of minorities	1	2.4 %
Communicating threats	1	2.4 %
Stop targeting black people all the time	1	2.4 %
Unlawful arrests	1	2.4 %
Neighborhood watch	1	2.4 %
Crime in parks and trails	1	2.4 %
Drunk driving	1	2.4 %
Beggars	1	2.4 %
No follow-ups after a crime has been committed	1	2.4 %
Community programs, educational programs, etc.	1	2.4 %
Making neighborhood safe for kids to walk/bike	1	2.4 %
Corruption	1	2.4 %
People tossing garbage out of their cars	1	2.4 %
Codes & ordinances	1	2.4 %
Financial scams	1	2.4 %
Fairness	1	2.4 %
Restrain policeman	1	2.4 %
Community relations	1	2.4 %
Jobs that pay enough not to live in poverty & depression	1	2.4 %
Traffic control	1	2.4 %
Too many suspensions & expulsion from schools	1	2.4 %
Trail/park safety	1	2.4 %
Poverty	1	2.4 %
Property crime	1	2.4 %
Human trafficking	1	2.4 %
Total	42	100.0 %

Q26. Approximately how many years have you lived in the City of Durham?

Q26. How many years have you lived in City of Durham	Number	Percent
5 or less	36	7.0 %
6 to 10	56	10.9 %
11 to 15	52	10.1 %
16 to 20	70	13.6 %
21 to 30	106	20.6 %
31+	194	37.7 %
Total	514	100.0 %

Q27. What is your age?

Q27. Your age	Number	Percent
18-34	90	17.0 %
35-44	111	21.0 %
45-54	117	22.2 %
55-64	114	21.6 %
65+	90	17.0 %
Not provided	6	1.1 %
Total	528	100.0 %

Q28. What is your gender?

<u>Q28. Your gender</u>	<u>Number</u>	<u>Percent</u>
Female	250	47.3 %
Male	278	52.7 %
Total	528	100.0 %

Q29. Which of the following best describes your race/ethnicity?

<u>Q29. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian/Pacific Islander	17	3.2 %
White	227	43.0 %
American Indian/Eskimo	6	1.1 %
Black/African American	242	45.8 %
Other	7	1.3 %
Total	499	

Q30. Are you of Hispanic, Latino, or other Spanish ancestry?

Q30. Are you of Hispanic, Latino, or other

<u>Spanish ancestry</u>	<u>Number</u>	<u>Percent</u>
Yes	60	11.4 %
No	459	86.9 %
Not provided	9	1.7 %
Total	528	100.0 %

Q31. Would you say your total annual household income is:

<u>Q31. Your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$30K	68	12.9 %
\$30K to \$59,999	101	19.1 %
\$60K to \$99,999	132	25.0 %
\$100K+	164	31.1 %
Not provided	63	11.9 %
Total	528	100.0 %

Section 4

Survey Instrument

DURHAM

1869
CITY OF MEDICINE

CITY OF DURHAM

POLICE DEPARTMENT

505 W. CHAPEL HILL STREET | DURHAM, NC 27701
919.560.4322 | FAX 919.560.4971

WWW.DURHAMPOLICE.COM



June 2016

Dear Durham Resident:

The mission of the Durham Police Department (DPD) is to minimize crime, promote safety, and enhance the quality of life in partnership with our community.

As our partner in fighting crime you have been selected to participate in a short Resident Satisfaction Survey designed to gather input and feedback about the DPD.

This is an exciting time for our department and our city as we prepare for the arrival of our new chief, Cerelyn "C.J." Davis. The information you provide will be valuable for Chief Davis and our command staff, and help guide them as they establish important goals and priorities for the department. This is a unique opportunity to provide feedback that will play a significant role in the future of our organization.

Please return your completed survey in the enclosed postage-paid envelop **within the next 10 days** to the ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061.

If you have any questions about this survey, please contact Bill Gascoigne at 919-560-4155 or by email, william.gascoigne@durhamnc.gov.

Your feedback is very important to us. Thank you for taking time out of your schedule to help keep Durham a great place to call home.

Sincerely,

Larry C. Smith
Interim Chief of Police

Enclosure

2016 Durham Police Satisfaction Survey

Please take a few minutes to complete this survey. Your input is an important part of the City of Durham Police Department's on-going effort to identify and respond to resident concerns. If you have questions, please contact Bill Gascoigne at 919-560-4155. If you prefer to complete the survey online go to www.durhampolicesurvey.org.

1. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Visibility of police in neighborhoods	5	4	3	2	1	9
02. Visibility of police in commercial areas	5	4	3	2	1	9
03. How quickly police respond to emergencies	5	4	3	2	1	9
04. Efforts to prevent crime	5	4	3	2	1	9
05. Parking enforcement services	5	4	3	2	1	9
06. Police safety education programs	5	4	3	2	1	9
07. Professionalism of police officers	5	4	3	2	1	9
08. Attitude & behavior of officers towards citizens in your neighborhood	5	4	3	2	1	9
09. Overall police performance in your neighborhood	5	4	3	2	1	9
10. Efforts to cooperate with the public to address their concerns	5	4	3	2	1	9
11. Overall appearance & quality of police vehicles & equipment	5	4	3	2	1	9
12. Police outreach programs/services	5	4	3	2	1	9
13. Quality of dispatch (911) services	5	4	3	2	1	9
14. Ease of locating information on the Police website	5	4	3	2	1	9

2. Which **THREE** of the items listed in Question 1 do you think should receive the **MOST EMPHASIS** from City leaders over the next two years? *[Write-in your answers below for your top three choices using the numbers from the list in Question 1.]*

1st: _____ 2nd: _____ 3rd: _____

3. On a scale of 1 to 5, please indicate your level of agreement with the following statements related to the Durham Police Department, where 5 means "Strongly Agree" and 1 means "Strongly Disagree".

How confident are you with the following statements:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1. The Durham Police Department is trying hard to maintain good relations with the community	5	4	3	2	1	9
2. Durham Police Department personnel do a good job enforcing the law	5	4	3	2	1	9
3. I'm confident in the Durham Police Department's ability to minimize violent crime	5	4	3	2	1	9
4. Durham Police Department utilizes good judgement in the use of force	5	4	3	2	1	9
5. Durham Police Department personnel have appropriate training on how to handle confrontations with civilians	5	4	3	2	1	9
6. Durham Police Department personnel are held accountable for any misconduct	5	4	3	2	1	9
7. Durham Police Department personnel treat residents of different races/ethnicities equally	5	4	3	2	1	9

4. Which TWO of the items from the list on the previous page in Question 3 do you think should receive the **MOST EMPHASIS** from City leaders over the next two years? *[Write-in your answers below for your top two choices using the numbers from the list in Question 3.]*

1st: _____ 2nd: _____

5. During the past year, have you or other members of your household contacted employees of the Durham Police Department to seek services, ask a question, or file a complaint?

____(1) Yes *[Answer Question 5-2.]* ____ (2) No *[Skip to Question 6.]*

- 5-2. Using a 5-point scale, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the Durham Police Department employees you have contacted with regard to each of the following:

How satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	How easy they were to contact	5	4	3	2	1	9
2.	Courtesy of employees	5	4	3	2	1	9
3.	Accuracy of the information & assistance you were given	5	4	3	2	1	9
4.	Time it took for your request to be completed	5	4	3	2	1	9
5.	How well your issue was handled	5	4	3	2	1	9
6.	The resolution to your issue/concern	5	4	3	2	1	9
7.	Availability of information about Police programs & services	5	4	3	2	1	9
8.	Police efforts to keep you informed about local issues	5	4	3	2	1	9

6. Which of the following police community outreach programs/services in the City of Durham are you familiar with? *[Check all that apply.]*

____(1) Raids on-line ____ (6) Mental Health Outreach Program
 ____ (2) Project Safe Neighborhoods ____ (7) Citizens Police Academy
 ____ (3) Police Athletic League ____ (8) Not familiar with any of these programs/services
 ____ (4) Citizen Observer Patrol ____ (9) Other: _____
 ____ (5) Victim Services

7. In general, do you think Durham Police Department police officers stop people of certain racial or ethnic groups because they believe that these groups are more likely than other groups to commit certain types of crimes?

____(1) Yes *[Answer Question 7-2.]* ____ (2) No *[Skip to Question 8.]* ____ (9) Not Sure *[Skip to Question 8.]*

- 7-2. What is the reason for your view? *[Check all that apply.]*

____(1) Personal Experience ____ (3) Word of Mouth
 ____ (2) Media Reports (TV, Newspaper, Internet, Social Media, etc.) ____ (4) Other: _____

8. Has there ever been a specific instance when you felt discriminated against by Durham Police Department police officers because of your race or ethnic background?

____(1) Yes ____ (2) No ____ (9) Not Sure

9. Over the next year, do you think relations between Durham Police Department police and the minority community will get better, get worse, or stay about the same?

____(3) Get better ____ (2) Stay about the same ____ (1) Get worse ____ (9) Not Sure

- 9-2. What is the reason for the view you indicated having in Question 9? *[Check all that apply.]*

____(1) Personal Experience ____ (3) Word of Mouth
 ____ (2) Media Reports (TV, Newspaper, Internet, Social Media, etc.) ____ (4) Other: _____

10. Please indicate if you have had any interaction with a Durham Police Officer in the past 12 months for any of the following reasons. [Check all that apply.]

- ____(1) Officer initiated an enforcement action (*vehicle stop, issued a ticket, made an arrest, etc.*)
 ____ (2) Officer was responding to a call to 911
 ____ (3) Officer initiated a positive interaction (*e.g. a friendly conversation*)

11. Do you favor or oppose police officers wearing video cameras which would record events and actions as they occur?

- ____(4) Strongly Favor ____ (2) Somewhat Oppose ____ (9) Don't know
 ____ (3) Somewhat Favor ____ (1) Strongly Oppose

12. Do you favor or oppose the City of Durham having 24/7 video surveillance of public places (*sidewalks, parks, downtown, etc.*)?

- ____(4) Strongly Favor ____ (2) Somewhat Oppose ____ (9) Don't know
 ____ (3) Somewhat Favor ____ (1) Strongly Oppose

13. During the past 12 months, were you or anyone in your household the victim of any crime in Durham?

- ____(1) Yes [*Answer Question 13-2.*] ____ (2) No [*Skip to Question 14.*]

13-2. What type of crime?

- ____(1) Property crime (i.e. theft, burglary, etc.) ____ (3) Other: _____
 ____ (2) Violent crime (i.e. assault, robbery, etc.)

13-3. Did you report all of these crimes to the police? ____ (1) Yes [*Skip to Question 14.*] ____ (2) No

13-4. Why did you not report the crime?

14. In the past 12 months, do you think Durham has become more, less, or stayed the same as far as being a safe place to live, work, and raise a family?

- ____ (3) More safe ____ (2) Stayed the same ____ (1) Less safe ____ (9) Don't know

15. Overall, how much respect do you have for Durham Police Department police officers?

- ____ (4) A great deal of respect ____ (2) Very little respect ____ (9) Not sure
 ____ (3) Some respect ____ (1) No respect

16. Overall, how much do you trust Durham Police Department police officers?

- ____ (5) Strongly trust ____ (3) Neither trust or distrust ____ (1) Strongly distrust
 ____ (4) Somewhat trust ____ (2) Somewhat distrust

17. Overall, how much confidence do you have in Durham police officers?

- ____ (5) Very confident ____ (3) Neutral ____ (1) Very unconfident
 ____ (4) Somewhat confident ____ (2) Somewhat unconfident

18. Do you think that Durham has enough Police officers?

- ____ (1) Yes ____ (2) No ____ (9) Don't Know

- 19. Do you think it is important for the makeup of the Durham Police Department to reflect the community in terms of race/ethnicity?**

____(1) Yes ____ (2) No ____ (9) Don't Know

- 19-2. Do you think the Durham Police Department currently reflects the community in terms of race/ethnicity?**

____(1) Yes ____ (2) No ____ (9) Don't Know

- 20. In general, are you concerned about your personal safety when encountered by, or interacting with, a Durham Police officer?**

____(1) Yes ____ (2) No ____ (9) Don't Know

- 20-2. What is the reason for the view you indicated having in Question #20? [Check all that apply.]**

____(1) Personal Experience ____ (3) Word of Mouth
 ____ (2) Media Reports (TV, Newspaper, Internet, Social Media, etc.) ____ (4) Other: _____

- 21. What do you feel are the greatest areas of concern for the City of Durham? Please rank the areas below from 1 to 10, where 1 is the area of GREATEST concern and 10 is the area of LEAST concern.**

____ (01) Break-in's	____ (05) Gangs	____ (09) Prostitution
____ (02) Traffic violations	____ (06) Gun violence	____ (10) Other: _____
____ (03) Murder	____ (07) Violent crime (<i>assault, rape, robbery</i>)	
____ (04) Drug related crime	____ (08) Crime against children	

- 22. What do you feel is the most significant issue(s) facing the Durham Police Department over the next 5 years?**

- 23. What do you think should be the number one priority of the new Chief of Police?**

- 24. What ONE word do you feel best describes the Durham Police Department?** _____

- 25. Do you have any other comments you would like to share with the Durham Police Department?**

DEMOGRAPHICS

26. Approximately how many years have you lived in the City of Durham? _____ years
27. What is your age? _____ years
28. What is your gender? ____ (1) Male ____ (2) Female
29. Which of the following best describes your race/ethnicity? *[Check all that apply.]*
 ____ (1) Asian/Pacific Islander ____ (3) American Indian/Eskimo ____ (5) Other: _____
 ____ (2) White ____ (4) Black/African American
30. Are you of Hispanic, Latino, or other Spanish ancestry? ____ (1) Yes ____ (2) No
31. Would you say your total annual household income is:
 ____ (1) Under \$30,000 ____ (2) \$30,000 to \$59,999 ____ (3) \$60,000 to \$99,999 ____ (4) \$100,000 or more

This concludes the survey – thank you for your time!

Please return your completed survey in the enclosed postage-paid envelope addressed to:
 ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your individual responses will remain completely confidential and WILL NOT be released to the Durham Police Department. The information printed to the right will ONLY be used to help identify areas throughout the City that are in need of additional or improved Police service. This information WILL NOT identify you in any way to the Durham Police Department. Thank you.